

General Questions

- 1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel, and note the date that the information was collected on the chart.**

See Attachment #1 – Organizational Chart.

- a. Please provide an explanation of the roles and responsibilities of each division and subdivision.**

- The Office of the Director is responsible for the management of the DFHV, including the final approval of any rulemaking and ratemaking conducted by the Office of Regulatory Policy and Planning (ORPP). The Office of the Director includes the Director, the General Counsel, and the Chief of Staff, with subordinate staff responsible for: a) Administrative support; b) Human resources; c) Budget and financial services; d) Technology and information services; e) Contracting and procurement; f) Compliance with legislative directives, analysis, and opinions to ensure appropriate rulemaking and operational activities; g) Receiving confidential complaints about inspectors; h) Providing updated facts pertaining to operations and rulemaking through various communication platforms, including press releases, testimony, speeches, and the DFHV website; and i) Serving as a liaison between the DFHV and the District Department of Transportation on policies related to transportation.
- The Office of Regulatory Policy and Planning (ORPP) is responsible for regulatory policy and industry-wide research, analysis, and planning related to the regulation of the vehicle-for-hire industry. The ORPP is responsible for proposing ratemaking, rulemaking, and fee adjustments related to public vehicles-for-hire and submitting such proposals to the Office of the Director for final approval. The ORPP's subordinate staff are also responsible for analyzing industry updates, market data, and trends for the purpose of planning, assessment, and rulemaking.
- The Office of Client Services (OCC) is responsible for communicating with and educating the public and the vehicle-for-hire industry regarding rules, standards, rates, charges, and orders issued by the DFHV. The OCC is also responsible for maintaining a system of electronic public records relating to licensed owners and operators of public vehicles-for hire and public vehicle-for-hire companies, associations, and fleets, including: maintaining accurate records of in-service public vehicles-for-hire and retaining those records; accepting applications for licenses applicable to public vehicle-for-hire operators and vehicles; and issuing new licenses and renewals.
- The Office of Compliance and Enforcement is responsible for: a) Auditing public vehicle-for-hire companies; payment service providers, including review of

vehicle records to ensure compliance with regulatory requirements; and private vehicle for-hire companies to the extent authorized by D.C. Official Code § 50-301.29g (b); b) Administering and enforcing all rules, rates, charges, and orders issued by the DFHV; c) Collecting fees to recover the actual costs of producing and distributing official DFHV vehicle decals, stickers, and information placards; d) Collecting any other fees obtained pursuant to this act; e) Inspecting public vehicles-for-hire for compliance with safety regulations established by the DFHV and the Department of Motor Vehicles; f) Performing inspections and issuing notices of infraction; and g) Providing street enforcement of the rules and regulations of the DFHV through the use of vehicle inspection officers.

- The Office of Hearings and Conflict Resolution is responsible for conducting all hearings, adjudications, appeals, and any form of conflict resolution, including mediation. The OHCR's subordinate staff also receives, documents, and manages all complaints lodged against the owners and operators of public and private vehicles-for-hire, including taxicabs, taxicab companies, associations, fleets, and dispatch services, for the violation of any rule, regulation, order, rate, or law applicable to the vehicle-for-hire industry.

b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Answer: There have been no changes to the org chart during the previous year.

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

Answer: Please see Attachment #2 – Schedule A.

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

Answer: There are no details to or from the agency at this time.

4. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY18 and FY19, to date;

Answer:

Communication Devices: FY18

Name	Mobile Phone	Tablet	Hot Spot
Adam Mingal	X		
Alberta Ransom	X		
Andraea Benson	X		
Andrew Patricio	X	X	
Andrew Pollard	X		
Andy Lee	X		
Anthony Fludd Sr.	X		
Brittany Marks	X		
Brian Glover	X	X	
Carl Martin	X	X	
Cherell Gibson		X	
Charles Lindsay	X		
Cherita Whiting	X		
Christopher Watkins	X		
Clarissa Edwards	X		
David Mann		X	
David Person	X		
Dennis Starks	X	X	X
Dereje Belay	X		
Eilmo Mekonnen	X		
Eldon Harmon	X		
Eric Ampedu	X		X
Ernest Chrappah	X	X	X
Gerald Kasunic	X		
Gerard Benjamin	X	X	X
Gladys Kamau	X		
Gregory Wallace	X		
Jacques Lerner	X		
James Brown	X		
James Conrad	X		
James Lane	X		
John Richardson	X		

Communication Devices: FY18

Name	Mobile Phone	Tablet	Hot Spot
Johnice Earle	X		X
Juanda Mixon	X		
Kalvin Bears	X		
Karl Muhammad	X		
Keon Diggs	X		
Kevin Jones	X		
Kim Davis	X		
Kisha Spencer			
Lamont Regester	X	X	
Linda Roberts	X		
Marques Hudgins	X		
Martha Haile	X		
Mia Bowden	X	X	X
Michael Tietjen	X	X	
Monique Bocock	X		
Neville Waters	X	X	X
Olga Shepperd		X	
Rasheena Latham	X		
Reginal Winter	X	X	
Rehva Jones	X		
Robert Motta	X		
Ron Treece Gibson	X	X	
Shashi Ramakrishna			X
Shirley Kwan-Hui	X		
Sohail Soleimani	X	X	
Sonji Johnson	X		
Tanya Ricks	X		
Thomas Lea	X	X	
Timothy Evans	X	X	
Travis Nembhard	X	X	
Tremaine Davis			X
Victor Ayala	X		
Virgil Fletcher	X		X
William Morgan	X	X	

Communication Devices: FY19

Name	Mobile Phone	Tablet	Hot Spot
Abidemi Olafusi	X		
Amanuel Gebregiyorgis	X		
Andraea Benson	X	X	X
Andrew Patricio	X	X	
Andy Lee	X		
Anthony Fludd	X		
Brian Glover	X	X	
Carl Martin	X	X	X
Charles Lindsay	X		
Chau Tran	X		
Cherell Gibson		X	
Christopher Watkins	X		
Clarissa Edwards			
Danielle Gurkin	X		
David Do	X	X	
David Mann	X	X	
Dereje Belay	X		
Dory Peters	X		
Eric Ampedu	X	X	
Eric Huff	X		
Ernest Chrappah	X	X	X
Gerald Kasunic	X		
Jacques Lerner	X		
James Lane Sr.	X		
James Brown	X		
James Conrad	X	X	X
John Richardson	X	X	X
Johnice Earle	X		
Kalvin Bears	X		
Karl Muhammad	X		
Keisha Byrd	X		
Keon Diggs	X		
Khadija Fuller	X		
Kim Davis	X	X	X
Kisha Spencer	X	X	
Lamont Regester	X	X	X
Laura Fu	X	X	
Marques Hudgins	X		

Communication Devices: FY19

Name	Mobile Phone	Tablet	Hot Spot
Martha Haile	X		
Mia Bowden	X	X	X
Michael Tietjen	X	X	
Monique Bocock	X		
Nettina Wren-Perkins	X		
Neville Waters	X	X	X
Olga Shepperd	X	X	
Randy Jenkins	X		
Rasheena Latham	X		
Reginald Winter		X	
Renee Hevor	X	X	X
Ron'Treece Gibson-Colbert	X	X	
Sonji Johnson	X		
Tanya Ricks	X		
Thedford Collins		X	
Thomas Lea	X	X	
Timothy Evans	X	X	
Travis Nembhard	X	X	
Victor Ayala	X		
William Morgan		X	
Michael Tietjen	X		

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY18 and FY19, to date;

FY18: DFHV Fleet Report:					
	Tag#	Year	Make	Model	DFHV Department
1.	10454	2014	FORD	TAURUS	Enforcement Team
2.	10555	2014	FORD	TAURUS	Enforcement Team
3.	10557	2014	FORD	TAURUS	Enforcement Team
4.	10658	2014	FORD	TAURUS	Enforcement Team
5.	10659	2014	FORD	TAURUS	Enforcement Team
6.	11137	2015	FORD	TAURUS	Enforcement Team
7.	11138	2015	FORD	TAURUS	Enforcement Team

8.	11139	2015	FORD	TAURUS	Enforcement Team
9.	11140	2015	FORD	TAURUS	Enforcement Team
10.	11141	2015	FORD	TAURUS	Enforcement Team
11.	11142	2015	FORD	TAURUS	Enforcement Team
12.	11143	2015	FORD	TAURUS	Enforcement Team
13.	11144	2015	FORD	TAURUS	Enforcement Team
14.	11145	2015	FORD	TAURUS	Enforcement Team
15.	11176	2015	FORD	TAURUS	Enforcement Team
16.	8664	2012	DODGE	CARAVAN	Facilities Team

FY19: DFHV Fleet Report:					
	Tag#	Year	Make	Model	DFHV Department
1.	10454	2014	FORD	TAURUS	Enforcement Team
2.	10555	2014	FORD	TAURUS	Enforcement Team
3.	10557	2014	FORD	TAURUS	Enforcement Team
4.	10658	2014	FORD	TAURUS	Enforcement Team
5.	10659	2014	FORD	TAURUS	Enforcement Team
6.	11137	2015	FORD	TAURUS	Enforcement Team
7.	11138	2015	FORD	TAURUS	Enforcement Team
8.	11139	2015	FORD	TAURUS	Enforcement Team
9.	11141	2015	FORD	TAURUS	Enforcement Team
10.	11142	2015	FORD	TAURUS	Enforcement Team
11.	11143	2015	FORD	TAURUS	Enforcement Team
12.	11144	2015	FORD	TAURUS	Enforcement Team
13.	11145	2015	FORD	TAURUS	Enforcement Team
14.	11176	2015	FORD	TAURUS	Enforcement Team
15.	8664	2012	DODGE	CARAVAN	Facilities Team

- c. A list of travel expenses, arranged by employee for FY18 and FY19, to date, including the justification for travel; and

Fiscal Year (FY)	Employee	Travel Justification	Expenditure Amount
FY2018	Ernest Chapparah	International Association of Transportation Regulators (IATR) 31st Annual Conference 2018	\$2,298.10
		IT Expo Fort Lauderdale, FL	\$595.78
		Smart City Event	\$684.61

		National Association of City Transportation Officials (NACTO) Designing Cities Conference	\$1,952.62
		Total	\$5,531.11
	Shirley Kwan-Hui	IATR 31st Annual Conference, Philadelphia, PA	\$1,711.72
		Total	\$1,711.72
	Monique Bocock	IATR 31st Annual Conference, Philadelphia, PA	\$1,657.01
		Total	\$1,657.01
	Neville Waters	NACTO Designing Cities Conference Chicago, IL	\$486.10
		NABJ Convention New Orleans, LA	\$966.58
		Flight to NACTO Conf Chicago, IL	\$411.96
		IATR 31st Annual Conference, Philadelphia, PA	\$1,753.01
		Total	\$3,617.65
	Eric Ampedu	IATR 31st Annual Conference, Philadelphia, PA	\$1,894.01
		Total	\$1,894.01
	Grand Total		\$ 14,411.50

FY 2019 YTD	No Travel Exp to report
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- d. A list of the total workers' compensation payments paid in FY18 and FY19, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

Answer: DFHV did not pay any worker's compensation in FY18 or FY19, to date.

5. For FY18 and FY19, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

Answer:

	One-Time Charges	Service Charges	Total
FY18	\$249.99	\$87,983.31	\$88,233.30
FY19, YTD	\$23,539.16	\$17,509.84	\$41,049

6. For FY18 and FY19, to date, please list all intra-District transfers to or from the agency. For each transfer, include the following details:
- Buyer agency;
 - Seller agency;
 - The program and activity codes and names in the sending and receiving agencies' budgets;
 - Funding source (i.e. local, federal, SPR);
 - Description of MOU services;
 - Total MOU amount, including any modifications;
 - Whether a letter of intent was executed for FY18 or FY19 and if so, on what date,
 - The date of the submitted request from or to the other agency for the transfer;
 - The dates of signatures on the relevant MOU; and
 - The date funds were transferred to the receiving agency

Answer: Please see Attachment #3 – FY18 and FY19 Intra-District Transfers.

7. Please list any additional intra-district transfers planned for FY19 including the anticipated agency(ies), purposes, and dollar amounts.

Answer:

SELLER	BUYER	Purpose	Amount
Mayor's Office on African Affairs (MOAA)	DFHV	Hire 2 FTE Bilingual Community Outreach Specialists	\$ 132,924.28

8. For FY18 and FY19, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
- The revenue source name and code;
 - The source of funding;
 - A description of the program that generates the funds;
 - The amount of funds generated by each source or program;
 - Expenditures of funds, including the purpose of each expenditure; and
 - The current fund balance.

Answer: Please see Attachment #4 – Special Purpose Revenue Funds.

9. For FY18 and FY19, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Answer: Please see Attachment #5 – Purchase Card Spending.

- 10. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY18 and FY19, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

Answer: Please see Attachment #6 – List of MOU

- 11. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY18 and FY19, to date.**

Answer:

- a. Memorandum of Understanding with Washington Metropolitan Area Transit Authority to establish certain billing practices for Metro’s Fiscal Year 2019, which will support the District of Columbia government’s efforts to provide additional funding to the Transport DC program.
 - b. Memorandum of Agreement with Washington Metropolitan Area Transit Authority for data sharing, customer information, advertising and marketing responsibilities.
- 12. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not yet been implemented, please explain why.**

Answer: Please see Attachments #7a – ODCA Audit Close-out and #Q7b – OIG Audit Close-Out.

- 13. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency’s purview in FY18 and FY19, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:**

- a. An update on all capital projects begun, in progress, or concluded in FY17, FY18, and FY19, to date, including the amount budgeted, actual dollars spent, and any remaining balances.
- b. An update on all capital projects planned for FY18, FY19, FY20, FY21, FY22, and FY23.
- c. A description of whether the capital projects begun, in progress, or concluded in FY17, FY18, or FY19, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Answer: DFHV did not have any capital projects under its purview in FY18 and does not have plans for any capital projects in FY19.

14. Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for fiscal years 2017, 2018, and the first quarter of 2019. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

- a. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal years 2017 and 2018 for each program and activity code.
- b. Attach the cost allocation plans for FY17 and FY18.
- c. In FY17 or FY18, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Answer:

- a) Please see Attachments #8a-c – Approved Budget, Revised Budget, Cost Allocation and Spending.
- b) Please see Attachments #8a-c – Approved Budget, Revised Budget, Cost Allocation and Spending.
- c) DFHV did not have any federal funds in FY17 or FY18.

15. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY18 and FY19, to date. For each, include a description of the need and the amount of funding requested.

Answer: During FY19 budget formulation, DFHV received a budget increase of \$1,829,046.99 for the Transport DC program.. The FY19 approved budget for the Transport DC program is \$5,924,443.99;the FY 2018 approved budget was \$4,095,397.00.

16. Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY18 and FY19, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number. Please also include the program, activity, and CSG codes for the originating and receiving funds.

Answer: Please see Attachment #9 – Reprogrammings.

17. Please list each grant or sub-grant received by your agency in FY18, and FY19, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

- a. **How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

Answer:

The following grant or sub-grant was received by DFHV:

FY18

GRANT RECEIVED: Vision Zero

DATE: 3/26/2018

AMOUNT: \$30,000 (\$5K for Safety Driver's Grant, each selected driver was awarded \$1K)

SOURCE: DDOT

PURPOSE: To initiate Mayor Bowser's Challenge for Safer People and Safer Streets, which aims to improve pedestrian and bicycle transportation safety by showcasing effective local actions, empowering local leaders to take actions, and promoting partnerships to advance pedestrian and bicycle safety. This project aims to eliminate all traffic fatalities and serious injuries from Washington, DC streets by 2024.

FTE: 0 were hired on this grant.

There is no grant or sub-grant received by DFHV in FY19 YTD.

18. Please describe every grant your agency is, or is considering, applying for in FY20.

Answer: DFHV has no plans currently to apply for grants in FY20.

19. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY18 and FY19, to date. For each contract, please provide the following information, where applicable:

- a. **The name of the contracting party;**
- b. **Contract number;**
- c. **Contract type (e.g. HCA, BPA, Sole Source, sing/exempt from competition award, etc.)**
- d. **The nature of the contract, including the end product or service;**
- e. **Contract's outputs and deliverables;**
- f. **Status of deliverables;**
- g. **The dollar amount of the contract, including amount budgeted and amount actually spent;**
- h. **The term of the contract;**
- i. **Whether the contract was competitively bid;**
- j. **Subcontracting status (i.e. Did the Contractor sub any provision of the goods and/or services with another vendor);**
- k. **CBE status;**
- l. **Division and activity within DFHV utilizing the goods and/or services;**

- m. The name of the agency's contract monitor and the results of any monitoring activity; and
- n. The funding source.

Answer: Please see Attachment #10 – Contracts.

- 20. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.**

Answer: Classic Cab Company v. District of Columbia, No. 18-XXXX (not yet docketed). This is a petition for a writ of certiorari to the United States Supreme Court that was filed November 21, 2018. In its writ, the plaintiffs have argued that Supreme Court review is appropriate to decide whether the District's use of emergency rulemaking is a violation of the 5th and 14th Amendments of the United States Constitution; whether the exclusion by the District of the use of a foreign product is a violation of the Commerce Clause of the United States Constitution; and whether the lower courts' dismissal of the plaintiff's civil claim is a violation of the 7th Amendment of the United States Constitution. No action has been taken by the U.S. Supreme Court to date.

David Person v. Department of For-Hire Vehicles, 2017 CA 002112 B. This case was filed in D.C. Superior Court on March 29, 2017. The plaintiff alleged a cause of action for Whistleblower Reprisal. The plaintiff requests a judgment for pain and suffering in an amount to be determined by the Court, litigation costs, back pay, interest, reinstatement, and any other relief that the Court deems proper. The plaintiff was employed with DFHV from September 1, 2011 through November 26, 2015. The plaintiff claims he was terminated in retaliation for his protected whistleblower activity. The District filed a Motion for Summary Judgment on October 12, 2018 which remains pending.

- 21. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, 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.).**

Answer: *Anand Khanna v. DFHV*: The agency denied the driver's FACE ID renewal application due to multiple consumer complaints. The parties reached a settlement. However, the driver has not yet complied with the terms of the agreement and his license is still in revoked status.

- 22. Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency**

policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.

Answer: For FY18 and FY19, to date, the agency has received two employee grievances.

1) On June 6, 2018, an agency employee filed a Step 1 Grievance against the agency based on the employee's five-day suspension without pay. The matter was resolved at the Step 3 Grievance Level and the suspension was withheld.

2) On December 24, 2018, a former agency employee filed a Step 3 Grievance against the agency based on the employee's removal. A Step 4 Grievance in the same matter was filed on January 10, 2019. This matter is pending and unresolved.

Generally speaking, the agency follows the process for responding to grievances established by the D.C. Department of Human Resources, consistent with the D.C. Personnel Manual, and Article 9 of the Collective Bargaining Agreement between the District of Columbia Government and American Federation of Government Employees (AFGE) Local 1975.

23. 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 FY18 and FY19, to date, whether or not those allegations were resolved.

Answer: The agency follows the procedures for investigating allegations of sexual harassment and misconduct established by the D.C. Department of Human Resources, consistent with the D.C. Personnel Manual and Mayor's Order 2017-313. The DFHV does not have agency-specific procedures for investigating allegation of sexual harassment or misconduct. In the past year, the agency has identified two Sexual Harassment Officers to review allegations of sexual harassment or misconduct, distributed the updated Mayor's order, posted a sexual harassment flyer on employee bulletin boards and agency staff took the online sexual harassment training.

There have been no allegations of sexual harassment or misconduct (discrimination) received by DFHV in FY18 and FY19, to date.

24. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY18 and FY19, to date.

Answer: There are no open investigations, audits, or reports on the agency or any employee of the agency at this time, or completed during FY18 or FY19, to date.

- 25. Please describe any spending pressures the agency experienced in FY18 and any anticipated spending pressures for the remainder of FY19. Include a description of the pressure and the estimated amount. If the spending pressure was in FY18, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.**

Answer: In FY 2018, DFHV experienced a spending pressure in the Transport DC program (Local Funds). This was resolved by reprogramming \$723,000 from the Department of Public Works. DFHV does not anticipate a spending pressure in FY 2019.

- 26. Please provide a copy of the agency's FY18 performance plan. Please explain which performance plan objectives were completed in FY18 and whether they were completed on time and within budget. If they were not, please provide an explanation.**

Answer: See Attachment #11 – FY18 Performance Plan.

All strategic initiatives were completed on time and within budget.

- 27. Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator.**

Answer: Please see Attachment #12 – FY19 Performance Plan.

- 28. Please provide the number of FOIA requests for FY18 and FY19, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

Answer: The following are the numbers of FOIA requests that DFHV received:

FY 2018

- 33 FOIA requests were processed, with the following dispositions:
 - Granted in Full: 7;
 - Partially Granted: 15;
 - Pending: 3;
 - Other Disposition: 6, and
 - Withdrawn: 2.
- Average Response Time: 23 days
- Number of FTEs required to process requests: 1
- Estimated number of hours: 490
- Estimated Cost of Compliance: \$24,245

FY 2019

- 13 FOIA requests were processed, with the following dispositions:
 - Granted in Full: 5;
 - Partially Granted: 7;
 - Pending: 1; and
- Average Response Time: 15 days
- Number of FTEs required to process requests: 2.5

29. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY18 and FY19, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

Answer:

Limousine Report (See Attachment #13a) is complete and gives an overview of the limousine market in Washington, DC after one year worth of data collection.

Survey of TNC Fees (See Attachment #13b) is complete and compares licensing fees and operating fees for Transportation Network Companies (TNC) across ten jurisdictions (Nine states and one city).

Taxicab Ratings (See Attachment #13c) is complete and provides the ratings for rated taxicab trips by taxicabs in the District.

30. Please separately list each employee whose salary was \$100,000 or more in FY18 and FY19, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Answer: Please see Attachment #14 – Salaries over \$100,000

31. Please list in descending order the top 25 overtime earners in your agency in FY18 and FY19, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

Answer: Please see Attachment #15 - Overtime

32. For FY18 and FY19, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

Answer: Please see Attachment #16 – Bonuses and Special Award Payments.

33. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

Answer:

- Please see Attachment #17a - Compensation Collective Bargaining Agreement and Attachment #17b - Working Conditions Collective Bargaining Agreement. Collective Bargaining Agreements with American Federation of Government Employees, Local 1403, October 1, 2017 through September 30, 2020.
- Please see Attachment #17c - Compensation Collective Bargaining Agreement, Effective October 1, 2006 - September 30, 2010*. Collective Bargaining Agreements with Compensation Units 1 & 2.

DFHV is not currently in bargaining.

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

34. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY18 or FY19, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Answer: Pursuant to D.C. Code § 50-301.10a, DFHV is affiliated with the For-Hire Vehicle Advisory Council (FHVAC), which advises the agency on all matters related to the regulation of the vehicle for-hire industry. The FHVAC meets “on a quarterly basis, and more often as needed, at times to be determined by the chairperson of the FHVAC at the first meeting of the FHVAC.”

Meetings, to date: February 8, 2017; June 22, 2017; October 18, 2017; March 22, 2018; June 21, 2018; September 25, 2018; December 12, 2018. All meetings have been held beginning at 10:00 a.m. in the DFHV Public Hearing Room, 2235 Shannon Place, S.E., Second Floor, Washington, D.C. 20020.

See Attachments #18a – FHVAC Agendas, #18b – FHVAC Meeting Transcript_10-18-2017, #18c – FHVAC Meeting Transcript_3-22-18, #18d – FHVAC_06-21-2018, #18e FHVAC Meeting Transcript_9-25-18, #18f FHVAC Meeting Transcript_12-12-18.

Members:

Name	Confirmation	Term	Wards of Residence	Attendance (FY18 & FY19 to Date)
Linwood Jolly - Chairperson	February 16, 2017	Term expires July 18, 2019	Ward 4	Attended all meetings, to date.
Jason Arvanites Public Member (Company providing vehicle for-hire service in the District)	February 16, 2017	Term expires January 30, 2020	Ward 6	Attended 10/18/2017, 03/22/2018 (missed 09/25/2018, 12/12/2018 meetings)
David Do Agency Representative since Dec,2018	Interim- Director	No term	Ward 5	Attended all meetings to date (by prior Agency Representative Ernest Chrappah).
Dawit Dagneu, Public Member (Operates a public or private vehicle for-hire)	November 13, 2017	Term expires January 30, 2020	Ward 1	Attended 03/22/2018, 12/12/2018 (missed 09/25/2018 meeting)
Elliott Ferguson II Public Member (Hospitality/ tourism industry)	July 18,2016	Term expires July 18,2019	Ward 6	Missed 10/18/2017, (missed 03/22/2018, 09/25/2018, 12/12/2018 meetings)
Dottie Love-Wade Public Member (unaffiliated with vehicle for-hire industry)	Re- appointment in August 8,2017	Term expires July 18, 2020	Ward 1	Attended 10/18/2017, 12/12/2018, (missed 03/22/2018, 09/25/2018 meetings)
Erik Moses Hospitality/tourism industry	November 3, 2016	Term expires on October 25, 2019	Ward 4	Attended 10/18/2017, (missed 03/22/2018, 09/25/2018, 12/12/2018)

Evian Patterson D.C. Agency Representative	November 3, 2016	No term	Ward 1	Attended 10/18/2017, (missed 03/22/2018, 09/25/2018, 12/12/2018)
Jeffrey Schaeffer Public Member (Company providing vehicle for-hire service in the District)	July 18, 2016	Term Expires July 18, 2019	Maryland Resident	Attended 10/18/2017, 12/12/2018, (missed 03/22/2018, 09/25/2018 meetings)
Anthony Thomas Public Member (Operator of a public or private vehicle for-hire)	February 16, 2017	Term expires January 30, 2020	Ward 4	Attended 10/18/2017, 03/22/2018 (missed 09/25/2018, 12/12/2018 meetings)
Anthony Wash Public Member (Unaffiliated with the vehicle for-hire industry)	July 18, 2016	Term expires July 18, 2018	Ward 6	Attended 12/12/2018, (missed 10/18/2017, 03/22/2018, 09/25/2018 meetings)

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

Answer:

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

Description: Monthly revenue reports have been submitted for FY18 and FY19, to date. The agency will continue sending reports, in compliance with the Code requirements.

b. Reporting Requirement: On November 1st of each year, the Mayor shall provide to the Committee on Transportation and the Environment, or a successor committee with oversight of the Department of For-Hire Vehicles, a report on the number of civil citations issued pursuant to 31 DCMR § 825 and laws and regulations of the District of Columbia, and a report on any criminal infractions issued during the prior fiscal year. D.C. Official Code § 50-332 (b).

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

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

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

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

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

36. Please attach copies of the required annual small business enterprise (SBE) expenditure reports for your agency for FY17, FY18 and FY19, to date.

- a. **D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the agency engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the agency intends to make during the next fiscal year to achieve their SBE expenditure goal. Has your agency submitted the required information for fiscal year 2018? Please provide a copy as an attachment.**

Answer: Please see Attachment #19 – Green Book Reports.

- 37. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.**

Answer:

VIO Training – In FY18, DFHV Vehicle Inspection Officers (VIO) took over 1,000 hours of trainings to enhance their skills to better serve their front-facing role for the agency.

DFHV Training - FY18 to FY19 to date, 69 staff members have completed courses through DFHV's online training system, which offers two courses to orient users to the agency, its functions, and the industry, in addition to the agency's performance plan.

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

Answer: DFHV produces Individual Performance Plans for each employee. The supervisor and/or manager conducts the evaluation for the employee. The agency follows the Performance Evaluation Process by identifying and communicating the organizational and individual performance goals expected of the employee. This process consists of performance expectations, competencies, SMART Goals, and Individual Development Plans. This is a collaborative process that consists of the supervisor/manager and employee working together to determine the performance expectations and development objectives to be accomplished during the review period. Also, there is a self-evaluation which allows the employee an opportunity to document his/her accomplishments during the review period.

During the Mid-Year Discussion, if the employee falls below Valued Performer level then they will be given a Performance Improvement Plan (PIP). This allows the employee to correct any performance issues that the employee may have.

Agency Operations

39. Please describe any initiatives that the agency implemented in FY18 or FY19, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Answer:

Call Center - In FY18, DFHV further improved customer service by implementing a customer service quality assurance program with a new call system. The average call wait time decreased by nearly 50 percent from the second quarter to the fourth quarter. Overall, wait time decreased 44 seconds through the year, and DFHV ended FY18 with an average call wait time of 45 seconds.

Client Service Center Redesign - In FY18, DFHV improved customer processing time and customer service experience through a reorganization of the client service center. As a result of this initiative, customers have a smoother experience. This is evident in the fourth quarter Customer Satisfaction Survey. DFHV saw improvement in customer experience since the creation of the process, as evidenced by an 8.65 percentage point increase in the customer's overall satisfaction of their service visits and a 6.42 percentage point increase with the satisfaction of the timeliness of services rendered.

Live-Streaming DFHV began live-streaming of all DFHV Advisory Council meetings, hearings, town halls, and other types of meetings. The DFHV hearing room was outfitted with the equipment necessary to live-stream meetings. Five For-Hire Vehicles Advisory Council public hearings were live-streamed with a total of 1,133 views.

Driver Tele-Town Halls - DFHV conducted nine tele-town halls for the FHV industry, including four targeted to the taxicab drivers. The monthly tele-town hall, branded as the "First Friday" live podcast, has steadily grown to reach with nearly 3,200 listeners. In addition, other platforms are leveraged to extend reach to the public and generate promotional opportunities to increase listenership.

Transport DC User Group - In FY18, DFHV completed twelve user group sessions focused on paratransit. A total of 283 user group members attended the monthly sessions for FY18. Feedback has been documented and will be considered as changes are made to existing programs and services and as solutions are devised for systemic service delivery issues for paratransit users.

MOU with Mayor's Office on African Affairs – In FY19, DFHV is entering into an MOU with the Mayor's Office on African Affairs to add two bilingual community outreach specialists to DFHV. These resources will help assist customers in the Client Service center, field inquiries from the public, and assist with community outreach activities.

Self-Service Option for Lost and Found - DFHV will further improve customer service in FY19 by providing self-service options for passengers regarding lost items. The self-service options will allow customers to report and track the status of lost items through the

DFHV website. This will give passengers the ability to track the status of their lost items seven days per week, 24 hours per day.

Automated Services - DFHV will further improve customer service in the Client Services Department in FY19 by implementing an application automation system for drivers and companies. The automated system will allow drivers and companies to process driver and vehicle license applications seven days per week, 24 hours per day. The automated system will eliminate the need for drivers and companies to visit the Client Services Department for these types of service requests. This initiative was piloted in FY18 with taxicab companies, and in FY19 it will be enhanced and fully implemented to include drivers.

40. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY20. How did the agency address its top priorities listed for this question last year?

Answer:

For FY19, the agencies top five priorities are:

Continue affordable accessible and safe transportation options - DFHV's plans to continue to expand transportation options for District residents in FY19 by introducing the Transportation as a Service pilot to offer rides to underserved areas. DFHV has also made a grant to start a new Microtransit service, which will begin operating in early spring of 2019.

Data and technology innovations – In FY19, DFHV will deploy license plate recognition system (LPRS) technology. LPRS will scan license plates and/or permits of for-hire vehicles to alert and enable VIO access to all available data about a vehicle and/or driver. This will assist VIO target enforcement stops and safety checks on vehicles with outstanding tickets, warrants, expired tags, etc. to optimize safety through compliance checks and inspections. DFHV will also begin collecting trip data from all for-hire vehicle operators in FY19 and will use this information to make decisions about policies and programs.

Build strong relationships with stakeholders – In FY19, DFHV will participate in a variety of community events and forums. Additionally, DFHV will add dedicated community outreach staff,

Create and maintain a highly efficient, transparent, and responsive District Government – DFHV will continue to push as much information to the public through public dashboards and will engage more constituents through enhanced public engagement.

Expanding economic opportunities – In FY19, DFHV will continue making grants to the for-hire vehicle industry. Over \$7 million in total grant funds will be distributed, including over \$700,000 for DFHV's new Business Transformation grant program which seeks to transform the for-hire industry with strategic and innovative initiatives and incentives to improve transportation equities, direct taxicabs to underserved communities, expand economic opportunities, solving problems within the for-hire industry that benefit the for-hire consumers, and further DC's sustainability goals.

For FY18, the agency's top five priorities were:

Eliminate Transportation Barriers - DFHV transportation programs provided over 210,000 rides in FY18 for underserved communities, including seniors, residents with a disability, and those with low income, while generating an estimated \$6.27 million to the District's economy. DFHV programs helped solve transportation challenges for over 5,900 disabled transit users through Transport DC; over 270 DC government employees that need to travel throughout the city to perform their duties; approximately 270 veterans for medical appointments, job and educational opportunities; over 100 Medicaid beneficiaries seeking services to diagnose or treat cancer; and 42 foster children to and from schools.

Expand economic opportunities - DFHV invested approximately \$5.8 million in grants for transportation programs in the for-hire vehicle industry. These grants were used to start innovative pilot projects and partnership programs aimed at improving transportation equity, expanding economic opportunities, solving problems within the taxicab industry that benefit taxicab consumers, and fostering innovation.

Create and maintain a highly efficient, transparent, and responsive District Government – DFHV has continued to make as much information available to public as possible, including displaying various data sets and dashboards on the DFHV website help the public to see the growth and changes of the for-hire industry. DFHV's dashboards had over 2,200 page views in FY18. DFHV also promptly fulfilled FOIA requests in an average of 23 days.

Ensuring WAV Taxicab service is available for residents and visitors with disabilities – In FY18, DFHV ensured the availability of WAV offering an online WAV sensitivity training course to taxicab operators by publishing a scorecard of WAV fleet compliance by taxicab companies, prioritizing the use of WAV in DFHV grant programs, and incorporating independent WAV drivers in to the Transport DC program to ensure additional availability, especially during weekends and evenings.

Rebranding DFHV - Live Podcast: DFHV launched a new monthly. live, call-in podcast named 'The Weekly Dropoff' to engage with the for-hire industry. Podcasts aired live on the first Friday of every month, reaching a total of 3,171 callers. The weekly pre-recorded podcast's listenership exceeded 16,500

DFHV received positive media coverage and public feedback for its newly branded enforcement vehicles that increase the agency's brand awareness and promote the work enforcement officers perform to protect drivers and riders.

DFHV engaged the tech community and civic hackers through the Mayor's InnoMAYtion initiative to develop new apps and solutions using the agency's open data by holding the first annual DFHV Transportation Hackathon. DFHV's panel reviewed multiple presentations and named a presentation from the University of Maryland Transportation Institute as the "winner" with an app that rewards people with gift cards and points for choosing green transportation options.

41. Please list each new program implemented by the agency during FY18 and FY19, to date. For each initiative, please provide:

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

Answer:

Fiscal Year	New Program Initiative	Descriptor	Funding Required	Results
FY18	Automatic Dome Light System	Creating and installing sensors into cabs to control the Dome Light to announce if the cab is available for customers. Goal: install 100 automatic dome light sensors	\$10,000	100 independent taxi cabs have seat sensors installed in their vehicles.
FY18	Driver Incentive Pilot Project	Encourage drivers to improve their experience to and become involved with DFHV programs and initiatives that address service gaps, improvement data analysis and provide incentives to drivers to participate in new piloted programs	\$9,000	9 drivers were chosen for a grant award based on their DFHV initiative knowledge base, taxi industry improvement suggestions, as well as willingness to join new program initiatives.
FY18	VetRides	Provide a cost-effective, high-quality transportation services to eligible DC Veterans seeking employment & education opportunities & medical services. No out of pocket expenses are charged to eligible veterans.	\$120,000	Two separate initiatives were produced in FY18, the Pilot in Q1 that produced 2,400 rides (\$60K) for veterans throughout the city; and in Q4, 2,400 rides (\$60K) for veterans for employment, education and medical trips only. 4,800 veterans benefited from this program, which continued in FY19, Q1 until funds were exhausted.
FY18	Dynamic Pricing	Provide discount and upfront pricing for passengers, ability to	\$46,903	All six DTS taxi cab companies participated for

		match riders with drivers including drivers who were not a part of the Grantee's fleet, implement software to connect passengers with similar geographic origin and destinations to a single vehicle		two trial periods in April (4/18 & 4/25), this grant identified several technological gaps in both DFHV and the Taxi Cab industry's electronic meter systems, reporting requirements; however, the program and taxi cab industry did experience positive media exposure and customer awareness of DFHV innovative initiatives to improve customer service.
FY18	Micro-transit/Paratransit Pilot Program	Purpose is to create and deliver a micro-transit program to able to transit multiple people to multiple destinations, with dispatch software utilized to book and manage trips, marketing to the community, developing routes, increase mobility for people with disabilities, and to provide professional customer services	\$100,000	Program was delayed and will start in FY19, February
FY19	BTG (Business Transform Initiatives)	Transportation as a Service (TaaS): A pilot program to improve transportation equity by treating transportation as a service (TaaS) particularly for underserved communities. TaaS to offer the means for mobility to any District residents who needs transportation to attend school, to get to work, or to make a medical appointment. Thus, TaaS can be quite meaningful by eliminating transportation barriers as DFHV develops policies and pilot programs to meet consumer needs.	\$330,000	Initiative to begin March 2019
FY19	BTG	Green Rides: DFHV is promoting Green Rides by offering incentives as part of the Innovations Grants program. Passengers who ride in participating EV or PHEV taxicabs will receive discounted trips and DFHV will provide a bonus to the driver for completed trips. This program seeks to increase demand for EV or PHEV trips.	\$10,000	Initiative to begin April 2019
FY19	BTG	Improve access to WAV for Persons with Disabilities and	\$10,000	Initiative to begin March 2019

		Older Adults: Incentivize training and/or certification for all for-hire drivers for assisting and providing excellent service to wheelchair users. Drivers will receive rebates for completing training, receiving certification and central dispatching opportunities.		
FY19	BTG	Boost Driver Earnings (DEB): Promote a pathway to the middle class for for-hire vehicle drivers through DFHV's Driver Earnings Boost (DEB) program. The DEB program will provide financial incentives to drivers who work for a minimum amount of time and receive great feedback from passengers, including measuring the driver's safety record, number of complaints and participation in DFHV pilots. DFHV may consider providing financial incentives to the best drivers to earn a minimum of up to \$25.00 per hour.	\$25,000	Initiative to begin July 2019
FY19	FEMS/NEMT	Non-Emergency Medical Transportation (NEMT): Provide a cost-effective transportation service solely for the purpose of providing non-emergency transportation for eligible customers to and from medical appointments in lieu of using ambulance services.	\$83,700	FEMS reviewing MOU, program is estimated to start March 1, 2019

42. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY18 and FY19, to date.

Answer: DFHV has a robust measurement program that incorporates a variety of data points from different sources, and uses them to measure and manage agency performance. DFHV is tracking data that helps the agency understand the state of the industry, such as data on the amount of economic contributions made by for-hire vehicles to the DC economy. DFHV also tracks data that helps the agency understand internal business processes, such as complaints, lost and found, and public engagement data.

43. What are the top metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

Answer:

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

- Percent of warnings to overall tickets issued by Vehicle Inspection Officers;
- Percent of licenses processed on-time within 10 calendar days;
- Economic contributions by for-hire vehicles;
- Percent of agency budget allocated to grants;
- Percent of operating authorities processed within 30 calendar days;
- Number of recovered items reunited with owners;
- Number of audits conducted;
- Number of safety inspections conducted;
- Number of insured vehicles during inspections;
- Number of people engaging in community outreach events;
- Number of disputes resolved;
- Number of new service or product pilots to improve passenger riding experiences;
- Number of public research reports completed;
- Number of company applications processed (taxicab/limo companies and other businesses);
- Number of driver applications processed; and
- Number of public service announcements

44. Please list the task forces and organizations of which the agency is a member.

Answer:

DFHV is a member of the following task forces:

- 1) SWNA/Strike Force Transportation.
- 2) Vision Zero Project
- 3) Access for All Committee (MWCOG/TRB)
- 4) Autonomous Vehicles Working Group
- 5) Electric Vehicle Interagency Working Group
- 6) For-Hire Vehicle Advisory Council

DFHV is a member of the following organizations:

- 1) Sharing Cities Alliance,
- 2) International Association of Transportation Regulators (IATR),
- 3) Project Vision Zero (Mayor Bowser's Challenge for Safer People and Safe Streets),
- 4) Major Crash Review Task Force, and
- 5) Disability Coalition Outreach Committee.
- 6) Transport DC User Group
- 7) Accessibility Advisory Committee

45. Please explain if DFHV is a part of the interagency Vision Zero task force that was created as a result of the Mayor's Vision Zero Initiative.

- a. Did DFHV attend the first organizational meeting?
- b. Please provide the names and titles of the individual(s) who represent the agency in the task force meetings.
- c. Please provide specific policies that the agency has adopted as a result of its participation in the task force.

If the agency is not a member of the task force, does it intend to be included in the task force? Please explain why the agency has not joined the task force.

N/A

Answer:

- a) Yes. DFHV attended the first meeting and all other meetings with Deputy Mayor Kevin Donahue.
- b) Interim Director David Do, Interim Chief of Staff Dory Peters, and Administrator Eric Ampedu.
- c) The DFHV Vehicle Inspection Officers (VIOs) conduct regular outreach, counseling and educational interactive activities with drivers of both public and private for-hire vehicles as part of their performance goals. DFHV now requires VIOs to conduct safety and compliance inspections and educate operators to look out for bicyclists and pedestrians, as well as the concept of “shared streets”. VIOs specifically engage drivers to discuss “unlawful activities,” such as aggressive driving, illegal maneuvers, parking on bike lanes and crosswalks, and dropping off passengers in an unsafe manner or locations.

DFHV has also produced public safety flyers which are targeted toward educating drivers, bicyclists, pedestrians and the public. The flyers will be distributed by the VIOs while on patrol and the DFHV Client Services department.

DFHV will incorporate a safety training module in its online Driver Training for taxi drivers as a part of license renewal.

46. Please explain the impact on your agency of any legislation passed at the federal level during FY18 and FY19, to date, which significantly affected agency operations.

Answer: There has been no federal legislation passed during FY18 or FY19, to date, that significantly affected agency operations.

47. Please describe any steps the agency took in FY18 and FY19, to date, to improve the transparency of agency operations.

Answer:

- DFHV implemented online livestreaming of meetings and hearings, which reached over 1,100 people.
- DFHV published quarterly taxicab passenger ratings.
- The agency also started production of regular podcasts, entitled "The Weekly Dropoff", which reached over 16,500 people.
- DFHV published data dashboards on the DFHV web site, which was viewed over 2,200 times.
- Fulfill FOIA requests in an average of 23 days.
- Processed 99.4 percent of complaints on time within thirty days.

48. Please identify 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.**

Answer: DFHV maintains the following electronic database as part of its operations.

QuickBase

a. QuickBase is an Intuit provided web-based collaborative database application that allows business people to create their own custom applications without writing code. Various databases exist within QuickBase and are used to track:

- Surcharge submission information (no public access);
- Special permit decal issuance (public access for submission of application);
- Non-MSA operator decal issuance (public access for submission of application);
- Non-District Limousine applications (public access for submission of application);
- and
- Grant Management (no public access).

- b. The initial QuickBase database was created in 2012. No significant enhancements are planned in FY19.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

DFHV Training Portal

- a. This learning management system provides drivers with self-paced training courses accessible from any location with access to the internet.
- b. The application was implemented in 2015 and is available to all drivers with a valid Face ID. No significant enhancements are planned in FY19.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

Salesforce CRM

- a. The Salesforce platform is a cloud based application used for centralized management of operator, vehicle, and company licensing; complaints; and lost and found.
- b. The first phase of the system was installed in February of 2016 and the initial rollout was completed in September 2016.
 - A self-service portal was created to allow non-district limousine companies the ability to apply for the permits and register drivers.
 - Additional services such as non-district limousine authority management and hearing case management will be migrated to the Salesforce platform.
- c. Licensed public for-hire vehicle operators and companies will have access to view data relevant to the individual or company.

DFHV Dashboard

- a. The Department of For-Hire Vehicles introduced an External Dashboard and Statistical Data Sets pertaining to the vehicle-for-hire industry. The dashboard is intended to generate policy discussions while supporting transparency and accountability.
- b. No significant updates were made to the dashboard.
- c. The public version of the dashboard is available on the agency website.

SharePoint

- a. The Microsoft SharePoint Portal is a collaborative workspace that allows the agency to more effectively and efficiently share information and tools among staff. The portal contains functional area standard operating procedures, support documentation, Public Meeting notes, operational logs and notes, etc.
- b. No significant updates were made to the SharePoint portal.
- c. The SharePoint site is for internal use only and the public cannot be granted direct access to the system.

Event Hub

- a. DFHV implemented a data repository to include status of vehicle, meter, and vehicle availability. This valuable set of data can be used for a number of purposes, including analysis of taxicab activity in the District of Columbia as well as licensing to developers to create solutions that depend on taxicab data, such as mobile apps and web applications.
- b. DFHV provided the ability for registered developers to obtain API access to the data..
- c. The Integration Hub is currently available to registered API users.

Cloud Call

- a. Cloudcall is a system used to receive, track, and record all calls coming into DFHV. It allows managers to review interactions our customer service team has with callers for training or other purposes.
- b. There are no upgrades planned for the system a this time.
- c. The data and recordings on Cloud Call are for internal use only and the public cannot be granted access.

49. Please provide a detailed description of any new technology acquired in FY18 and FY19, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

Answer:

License Plate Recognition Systems (LPRS): Using modern technology for enforcement activities will make it easier for our Vehicle Inspection Officers (VIO) to monitor for-hire vehicle activities throughout the city. An example of this technology is the deployment of a license plate recognition system (LPRS) technology. LPRS will scan license plates and/or permits of for-hire vehicles to alert and enable VIO access to all available data about a vehicle and/or driver. This will assist VIO target enforcement stops and safety checks on vehicles with outstanding tickets, warrants, expired tags, etc. to optimize safety through compliance checks and inspections. This technology will be used on the street and in the office environment. This technology is being used by other DC government agencies like DPW, MPD, and DDOT.

The above technology cost the District approximately \$154,997.89. We are in the procurement stage and not aware of any implementation issues at this time.

50. How many in-person training programs took place in FY18 and FY19, to date?

Answer:

FY18: two in-person training classes (Online One Stop and E-Learning Requirement)
FY19: None to date

51. What training deficiencies, if any, did the agency identify during FY18 and FY19, to date?

Answer: No training deficiencies have been identified.

52. How many on-line training programs are available through DFHV? What types of training are they able to provide?

Answer:

There are four online training modules available through DFHV.

- WAV E-Learning/Sensitivity training
- Strategies for Dealing with Conflict (part 1 and part 2),
- DFHV Money Making in a Digital Economy

53. During the last budget season, the Council passed a legislation that expanded DFHV's regulatory abilities to include collecting more data from private for-hire companies such as Uber, Lyft, and Via.

- a. Has the agency begun implementing this legislation?**
- b. If it has, please explain how the agency has utilized the data shared in the effective operation of the agency.**

Answer:

- a) DFHV has begun to implement this legislation. Specifically, DFHV has published a data format to be used by private for-hire companies to submit the data, as well as built the infrastructure to process the data files.
- b) DFHV has yet to receive the first data submission. The first submission due date for data submission is February 15, 2019. Data from July 1, 2018 to December 31, 2018.

Program Specific Questions

54. Please provide the following data as of September 30, 2016, September 30, 2017, September 30, 2018 and January 1, 2019:

- a. How many public vehicle-for-hire companies were subject to DFHV compliance audits in FY 2016, FY 2017, FY 2018 and FY 2019 to date? What were the circumstances of such audits?**

In FY16, Audits were completed on eighty-six (86) of eight-nine (89) taxicab companies, six (6) of seven (7) PSPs, and all fourteen (14) meter shops. The results of the audits revealed that there were some compliance issues and that the agency must continue to focus its resources on ensuring that companies fulfill their duties and responsibilities in service to the public.

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

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

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

Answer: As a result of compliance checks during operating authority renewals in FY19, a total 17 entities (3 taxicab companies, 8 taxicab associations and 6 limo companies) did not have their operating authorities renewed due to non-compliance.

55. Please provide the amount of revenue generated by the passenger surcharge, per month, in FY 2016, FY 2017, FY 2018 and FY 2019, to date.

Answer:

<u>Department of For-Hire Vehicles (TCO)</u>				
<u>FY2016 to FY2019 Passenger Surcharges Collected</u>				
Month	FY 2016	FY 2017	FY 2018	FY 2019
October		239,367.30	51,074.25	2,378.75
November	686,641.46	295,049.13	184,368.25	164,199.00
December		284,890.15	207,460.25	228,290.50
January	283,019.61	170,005.72	154,742.75	98,053.00
February	541,228.50	227,563.00	83,965.75	
March	396,071.35	335,770.75	248,186.25	
April	1,400.00	272,854.25	323,020.13	
May	310,274.75	344,530.00	185,438.25	
June	713,605.50	253,731.50	391,880.50	
July	263,439.75	226,186.00	234,535.75	
August	279,638.75	209,222.85	217,144.00	
September	266,982.25	261,351.50	364,628.50	
Total	3,742,301.92	3,120,522.15	2,646,444.63	492,921.25

56. Please provide the amount of revenue generated from any other DFHV activities, including licensing, in FY 2016, FY 2017, FY 2018 and FY 2019, to date.

Answer:

Department of For-Hire Vehicles (TCO)					
FY2016 to FY2019 Other Revenue Collected					
Revenue Code	Revenue Type	FY 2016	FY 2017	FY 2018	FY 2019
1001	HACK & LIMO LICENSE TEST		15,400.00	8,401.00	2,048.50
3006	HACKERS LICENSES	1,268,988.29	893,825.99	899,233.94	209,461.30
3007	DUPLICATE FACE ID CARD	6,850.00	6,200.00	3,750.00	1,675.00
3008	LATE FEES	74,400.00	54,175.00	44,350.00	10,750.00
3009	VEHICLE AGE WAIVER FEE \$50.00	15,800.00	150.00		
3010	BUSINESS LICENSES	90,625.00	87,025.00	89,149.50	71,649.50
3045	ONE STOP VEHICLE REGISTRATION	253,687.50	213,030.00	179,800.00	47,300.00
3046	LUXURY CLASS SEDAN	5,075.00	1,950.00	(1,775.00)	50.00
3080	TAXI METER BUSINESS LICENSE FEE	18,250.00			
3081	PSP APPLICATION FEE	700.00	5,000.00		
3082	DDS APPLICATION FEE	500.00	5,000.00	1,000.00	1,500.00
3083	DDS SERV REGISTRATION AMENDMNT (RENEWAL)		3,500.00		
3087	PRIVATE VEHICLE FOR HIRE-REGISTER AS COM	25,000.00			
3088	DTS APPLICATION FEE		15,000.00	15,000.00	
3089	IVB APPLICATION FEE		150.00	59,800.00	16,000.00
3095	TAXIMETER SEALS	1,691.50	1,200.00		
3106	SPECIAL EVENT PERMIT FEE	72,835.00	505,900.00	732,345.00	175,000.00
5013	DCTC VIOLATION		5,000.00		
6111	OTHER REVENUE - OTHER	50,600.00	0.00		
3047	OUT-OF-STATE VEHICLE REGISTRATION			95,670.50	
3043	PUBLIC VEHICLE FOR HIRE SURCHARG				4,750.00
Total		1,885,002.29	1,812,505.99	2,126,724.94	540,184.30

57. Please provide the amount of funds collected by DFHV (under the 1% gross receipts provision) from companies providing digital dispatch service to private vehicles-for-hire in FY 2018 and FY 2019, to date, broken down by quarter and company. How is the accuracy of this payment verified?

Answer:

Department of For-Hire Vehicles (TC0)			
FY2018 and FY2019 Revenue Collected from DDS Providers (1% of Gross Receipts)			
Quarter	Company Name	FY 2018	FY 2019
First Quarter	DRINNEN LLC	0.00	0.00
	LYFT INC.	0.00	0.00
	RAISER, LLC	0.00	0.00
	SPLIT TECH DC, LLC	0.00	0.00
	VIA (RIVER NORTH TRANSIT LLC)	0.00	0.00
	WHEELZ, LLC	0.00	0.00
First Quarter Total		0.00	0.00
Second Quarter	CURB	40.75	
	DRINNEN LLC	81,122.79	87,711.32
	LYFT INC.	406,441.17	466,069.54
	RAISER, LLC	893,838.20	964,114.79
	VIA (RIVER NORTH TRANSIT LLC)	5,597.14	13,882.41
Second Quarter Total		1,387,040.05	1,531,778.06
Third Quarter	DRINNEN LLC	82,433.10	
	LYFT INC.	415,873.56	
	RAISER, LLC	997,776.80	
	VIA (RIVER NORTH TRANSIT LLC)	8,887.27	
Third Quarter Total		1,504,970.73	0.00
Fourth Quarter	DRINNEN LLC	1,087,933.41	
	LYFT INC.	870,560.44	
	RAISER, LLC	1,479,918.00	
	VIA (RIVER NORTH TRANSIT LLC)	24,361.65	
Fourth Quarter Total		3,462,773.50	0.00
Grand Total		6,354,784.28	1,531,778.06

58. How many digital taxicab solution (DTS) providers currently service the District? What are the six largest DTS providers in the District and their market share percentage? Generally, describe the role they serve in assisting with the modernization of the taxicab industry. What difficulties, if any, has DFHV had in effectively transitioning to DTS, and what are its advantages?

Answer: There are currently five approved DTS providers:

- Pars Corporation (Trade Name - DC VIP Cab)
- UVC – United Venture Consortium

- Yellow Cab Co. of DC, Inc.
- Grand Cab LLC
- Better Cab (Trade Name - Capitol Cab)

The vehicle market share of the DTS providers is considered to be a trade secret and competitive information.

The main difficulty in transitioning to DTS has been in data quality in terms of ensuring that all trips have been reported accurately. DFHV has been working continuously with all meters and providers to get to the point where we are now confident that trips are all being captured.

59. During the last performance oversight hearing, the agency stated *Classic Cab, et al. v. District of Columbia, et al.*, Civil Action No. 17-2820 as one of the cases filed against the agency regarding DTS. The plaintiffs in the lawsuit sought to preclude the agency from implementing and enforcing the rules guarding DTS.

- a. What are some of the criticisms that have been raised against DTS?**
- b. How has the agency attempted to address and resolve the criticisms?**

Answer:

- a. The following are criticisms that have been raised against DTS:
 - Some members of the public have complained that they are not being provided with printed receipts (i.e., they are receiving handwritten receipts).
 - Some members of the public have complained that operators will have the “for-hire” dome light illuminated denoting they are available for hire, but in fact a passenger is already in the taxi.
 - Taxicab operators have submitted complaints regarding late or non-payment of income from DTS providers. Per DFHV’s regulations (31 DCMR 602.18), DTS providers must remit payments to operators within 24 hours or one business day unless other terms are prescribed in the DTS contract.
- b. DFHV attempted to address and resolve the criticism
 - DFHV’s regulations state that if a ride was booked by street hail or telephone dispatch, the passenger shall be provided with a printed receipt (see 31 DCMR 802.2). Additionally, DFHV Administrative Issuance Number AI-2018-06 states that all new and renewal applications for DTS submitted after June 1, 2018, must demonstrate that the DTS unit has the capability of printing receipts. Currently, the only DTS provider offering printed receipts is Yellow Cab. One issue

that operators have stated to DFHV is their provider does not offer a printer with the DTS. DFHV is working to ensure that DTS providers follow the applicable regulation and Administrative Issuance.

- DFHV's regulations state that each approved DTS provider shall be responsible for ensuring the interconnectivity and proper functioning of a DTS unit and the legacy dome light or cruising light (see 31 DCMR 605.3). Additionally, DFHV Administrative Issuance Number AI-2018-06 requires a fully automated solution for interconnectivity and operation of the digital meter and the dome light so that the DTS is able to transmit meter status (Hired or Not Hired) via Bluetooth to the dome light. DFHV is working to ensure that DTS providers follow the applicable regulation and Administrative Issuance.
- To combat the non-payment of income, DFHV partnered with Square so that operators can sign up for Square Direct Deposit. DTS providers are still able to collect their applicable fees and surcharges. Square simply deposits the remaining balance into the operator's checking account. DFHV's Complaints Department carefully tracks all operator complaints regarding late or non-payment of income from DTS providers and pursues all possible remedies available under the law, such as issuing compliance orders or revoking a company's operating authority if the company fails to timely resolve the issue.

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

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

61. How many taxicabs have been painted in the District's uniform taxicab color scheme, to date? How many additional vehicles are expected to be painted in the remainder of FY 2019? How many vehicles will remain to be painted at the end of FY 2019?

Answer: 5,404 (out of 5,747) taxicabs have been painted in uniform taxicab color scheme, as of January 28, 2019.

62. Please provide DFHV's efforts, to date, in increasing the availability of and options for wheelchair accessible vehicle-for-hire service in the District.

Answer:

- DFHV requires all participating Transport DC vendors to provide wheelchair accessible taxicab service for their customers.

- Transport DC customers enjoy the benefit of first priority use of WAVs.
- DFHV also requires providers to implement ride-sharing for Transport DC trips, with decreased cost to WAV users.
- In addition, DFHV has continued to provide a disability sensitivity course to the industry at no cost.
- Wheelchair accessible vehicles are eligible to receive new H-Tags.
- DFHV has ensured that all taxicab companies are in compliance with the 12% WAV fleet requirement.

63. How many District taxicabs are wheelchair accessible? How many additional vehicles does the Commission anticipate will be accessible by the end of FY 2019?

Answer: As of January 25th, there are 289 wheelchair accessible vehicles. DFHV anticipates a similar number of vehicles on the road at the end of FY19. This is due to DFHV maintaining the 12 percent WAV requirement for company fleets. The supply of WAV has been stable for over a year.

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

Answer: All Taxicab companies are required to maintain 12 percent of their fleet as WAVs. This number, coupled with the success of the Transport DC program, is more than adequate to address current and future needs over the next five years while allowing taxicab companies additional time to absorb the significant cost of adding more vehicles to their existing WAV fleet.

65. How many "Failure to haul" citations did DFHV issue in FY 2018 and FY 2019, to date? What has DFHV done to address failure to haul?

Answer:

FY18: 8

FY19, to date: 1

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

66. How many complaints did DFHV receive in FY 2018 and FY 2019, to date, related to non-installation of the modern taximeter system, operating with faulty, unapproved,

or non-working modern taximeter equipment, or a refusal to accept credit or debit cards through the modern taximeter system?

Answer:

- a. 0 for both fiscal years
- b. FY18 - 3; FY19 YTD - 1
- c. FY18 - 7; FY19 YTD - 1

67. How many notice of infractions did DFHV hack inspectors issue to taxicab operators in FY 2018 and FY 2019, to date (broken down by month) related to non-installation of the modern taximeter system, or operating with faulty, unapproved, or non-working modern taximeter equipment?

Answer:

Oct 2017	0
Nov 2017	1
Dec 2017	0
Jan 2018	1
Feb 2018	2
Mar 2018	2
Apr 2018	3
May 2018	1
Jun 2018	0
Jul 2018	0
Aug 2018	20
Sep 2018	1
Oct 2018	0
Nov 2018	1
Dec 2018	0

68. How many Notice of Infractions were referred to the Office of Administrative Hearings?

Answer:

FY18: Refusal to haul - 3; Conduct - 24; Assault - 1 - Total - 28

FY19: Refusal to haul - 2; Conduct - 10; Assault - 0; Total - 12

69. How many consumer complaints did DFHV receive in FY 2018 and FY 2019, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft? What impediments, if any, does DFHV have in resolving complaints related to private vehicle-for-hire service? What difficulties, if any, does DFHV have in cooperating with a digital dispatch service to resolve consumer complaints?

Answer: DFHV received the following consumer complaints in FY18 and FY19 YTD.

FY18: Uber - 150; Lyft - 140; Via - 2; Total - 292

FY19: Uber - 39; Lyft - 54; Via - 4; Total - 99

DDS providers were cooperative in resolving complaints in a timely manner.

However, DFHV is unable to address drivers' conduct directly due to lack of authority.

70. How does DFHV involve private for-hire vehicle companies in the case of a consumer complaint against a driver/operator for a private for-hire company?

Answer: DFHV notifies the company of the complaint and sends all pertinent documentation, including the original complaint. The company then conducts an investigation. DFHV receives a resolution from the company and informs the complainant of the outcome.

- a. Does DFHV share the complainant's personal information with the private for-hire company? If it does, how much personal information is shared?**
- b. Are there privacy concerns likely to arise when DFHV shares a complainant's personal information with private for-hire companies?**
- c. Is there an alternative solution to resolve a complaint of this nature without sharing the complainant's personal information with the companies?**

Answer:

- a. Yes. DFHV shares the complainant's name, telephone number, and email address. This information is important because the companies will often have a customer service representative to contact the complainant for additional information.

- b. The concern is whether the complainant's contact information is shared with the driver. However, DFHV and the private companies do not share any information on the complainant with the operator. The operator will only receive the contents of the complaint and applicable dates, time, and location of the incident. At the time the complaint is made, DFHV informs the complainant their contact information will be shared with the company in the event a follow-up is necessary.
- c. Complainants can submit anonymous complaints. However, if sufficient information is not provided to complete an investigation, the complaint may not be resolved due to the company's inability to follow-up with the complainant to clarify details. If sufficient details are provided, the complaint will be resolved by the company. However, DFHV will be unable to notify the complainant of the outcome.

71. Describe the various DFHV alternative paratransit programs, including: budget and expenditures for FY 2018 and FY2019 for each program; whether the program is fully functioning or a pilot program; number of participants in FY 2018 and FY 2019 to date; costs to users of the program; costs or savings to the District.

Answer: Transport DC is a taxicab program established by the Department of For-Hire Vehicles that partnered with the DC Department of Transportation and the Washington Metropolitan Area Transit Authority to provide a cost effective alternative to WMATA's MetroAccess paratransit services.

FY19 YTD total expenditures: \$1,199,358 (or 52,146 trips) and the total budget is \$5,924,443.99.

FY18: Total Budget: \$4,818,397; Total Expenditures: \$4,463,888; equating to 194,082 trips for FY18.

MetroAccess charges: \$55.83 per ride vs. DFHV's TDC's \$28 per trip which is a savings of \$27.83 per trip (or 49.8%). To date for FY19, TDC has saved the District of Columbia \$1,451,223.18; for FY18 the savings is: \$5,401,302.

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

Answer: The Neighborhood Ride Service ended in FY18. Based on the experience of the NRS, in FY19 DFHV made a grant to initiate microtransit service. Microtransit will reinvent the fixed route taxi service by incorporating on-demand, flexible route shuttle service in a designated operating zone. Microtransit will begin in early spring of 2019 and the first operating zone bordered by Georgia Avenue to west, Missouri Avenue/Riggs Road to the north, Eastern Avenue to the east, and Rhode Island Avenue to the south.

GOVERNMENT OF THE DISTRICT OF COLUMBIA



DEPARTMENT OF FOR-HIRE VEHICLES

OFFICE OF THE DIRECTOR

February 6, 2016

The Honorable Kenyan McDuffie
Chairman
Council of the District of Columbia
Committee on Business and Economic Development
1350 Pennsylvania Avenue, N.W.
Washington, D.C. 20004

Re: Responses to FY 2018 and FY 2019 to Date Performance Oversight Questions

Dear Chairman McDuffie:

In response to the Committee on Business and Economic Development's performance oversight questions related to the Department of For-Hire Vehicles (DFHV), I respectfully submit the following information.

I look forward to appearing before the Committee to discuss DFHV's activities in FY18 and FY19, to date. Thank you for the opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Do', is placed above the printed name.

DAVID DO
Interim Director



General Questions

- 1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel, and note the date that the information was collected on the chart.**

See Attachment #1 – Organizational Chart.

- a. Please provide an explanation of the roles and responsibilities of each division and subdivision.**

- The Office of the Director is responsible for the management of the DFHV, including the final approval of any rulemaking and ratemaking conducted by the Office of Regulatory Policy and Planning (ORPP). The Office of the Director includes the Director, the General Counsel, and the Chief of Staff, with subordinate staff responsible for: a) Administrative support; b) Human resources; c) Budget and financial services; d) Technology and information services; e) Contracting and procurement; f) Compliance with legislative directives, analysis, and opinions to ensure appropriate rulemaking and operational activities; g) Receiving confidential complaints about inspectors; h) Providing updated facts pertaining to operations and rulemaking through various communication platforms, including press releases, testimony, speeches, and the DFHV website; and i) Serving as a liaison between the DFHV and the District Department of Transportation on policies related to transportation.

- The Office of Regulatory Policy and Planning (ORPP) is responsible for regulatory policy and industry-wide research, analysis, and planning related to the regulation of the vehicle-for-hire industry. The ORPP is responsible for proposing ratemaking, rulemaking, and fee adjustments related to public vehicles-for-hire and submitting such proposals to the Office of the Director for final approval. The ORPP's subordinate staff are also responsible for analyzing industry updates, market data, and trends for the purpose of planning, assessment, and rulemaking.

- The Office of Client Services (OCC) is responsible for communicating with and educating the public and the vehicle-for-hire industry regarding rules, standards, rates, charges, and orders issued by the DFHV. The OCC is also responsible for maintaining a system of electronic public records relating to licensed owners and operators of public vehicles-for hire and public vehicle-for-hire companies, associations, and fleets, including: maintaining accurate records of in-service public vehicles-for-hire and retaining those records; accepting applications for licenses applicable to public vehicle-for-hire operators and vehicles; and issuing new licenses and renewals.

- The Office of Compliance and Enforcement is responsible for: a) Auditing public vehicle-for-hire companies; payment service providers, including review of

vehicle records to ensure compliance with regulatory requirements; and private vehicle for-hire companies to the extent authorized by D.C. Official Code § 50-301.29g (b); b) Administering and enforcing all rules, rates, charges, and orders issued by the DFHV; c) Collecting fees to recover the actual costs of producing and distributing official DFHV vehicle decals, stickers, and information placards; d) Collecting any other fees obtained pursuant to this act; e) Inspecting public vehicles-for-hire for compliance with safety regulations established by the DFHV and the Department of Motor Vehicles; f) Performing inspections and issuing notices of infraction; and g) Providing street enforcement of the rules and regulations of the DFHV through the use of vehicle inspection officers.

- The Office of Hearings and Conflict Resolution is responsible for conducting all hearings, adjudications, appeals, and any form of conflict resolution, including mediation. The OHCR's subordinate staff also receives, documents, and manages all complaints lodged against the owners and operators of public and private vehicles-for-hire, including taxicabs, taxicab companies, associations, fleets, and dispatch services, for the violation of any rule, regulation, order, rate, or law applicable to the vehicle-for-hire industry.

b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Answer: There have been no changes to the org chart during the previous year.

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

Answer: Please see Attachment #2 – Schedule A.

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

Answer: There are no details to or from the agency at this time.

4. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY18 and FY19, to date;

Answer:

Communication Devices: FY18

Name	Mobile Phone	Tablet	Hot Spot
Adam Mingal	X		
Alberta Ransom	X		
Andraea Benson	X		
Andrew Patricio	X	X	
Andrew Pollard	X		
Andy Lee	X		
Anthony Fludd Sr.	X		
Brittany Marks	X		
Brian Glover	X	X	
Carl Martin	X	X	
Cherell Gibson		X	
Charles Lindsay	X		
Cherita Whiting	X		
Christopher Watkins	X		
Clarissa Edwards	X		
David Mann		X	
David Person	X		
Dennis Starks	X	X	X
Dereje Belay	X		
Eilmo Mekonnen	X		
Eldon Harmon	X		
Eric Ampedu	X		X
Ernest Chrappah	X	X	X
Gerald Kasunic	X		
Gerard Benjamin	X	X	X
Gladys Kamau	X		
Gregory Wallace	X		
Jacques Lerner	X		
James Brown	X		
James Conrad	X		
James Lane	X		
John Richardson	X		

Communication Devices: FY18

Name	Mobile Phone	Tablet	Hot Spot
Johnice Earle	X		X
Juanda Mixon	X		
Kalvin Bears	X		
Karl Muhammad	X		
Keon Diggs	X		
Kevin Jones	X		
Kim Davis	X		
Kisha Spencer			
Lamont Regester	X	X	
Linda Roberts	X		
Marques Hudgins	X		
Martha Haile	X		
Mia Bowden	X	X	X
Michael Tietjen	X	X	
Monique Bocock	X		
Neville Waters	X	X	X
Olga Shepperd		X	
Rasheena Latham	X		
Reginal Winter	X	X	
Rehva Jones	X		
Robert Motta	X		
Ron Treece Gibson	X	X	
Shashi Ramakrishna			X
Shirley Kwan-Hui	X		
Sohail Soleimani	X	X	
Sonji Johnson	X		
Tanya Ricks	X		
Thomas Lea	X	X	
Timothy Evans	X	X	
Travis Nembhard	X	X	
Tremaine Davis			X
Victor Ayala	X		
Virgil Fletcher	X		X
William Morgan	X	X	

Communication Devices: FY19

Name	Mobile Phone	Tablet	Hot Spot
Abidemi Olafusi	X		
Amanuel Gebregiyorgis	X		
Andraea Benson	X	X	X
Andrew Patricio	X	X	
Andy Lee	X		
Anthony Fludd	X		
Brian Glover	X	X	
Carl Martin	X	X	X
Charles Lindsay	X		
Chau Tran	X		
Cherell Gibson		X	
Christopher Watkins	X		
Clarissa Edwards			
Danielle Gurkin	X		
David Do	X	X	
David Mann	X	X	
Dereje Belay	X		
Dory Peters	X		
Eric Ampedu	X	X	
Eric Huff	X		
Ernest Chrappah	X	X	X
Gerald Kasunic	X		
Jacques Lerner	X		
James Lane Sr.	X		
James Brown	X		
James Conrad	X	X	X
John Richardson	X	X	X
Johnice Earle	X		
Kalvin Bears	X		
Karl Muhammad	X		
Keisha Byrd	X		
Keon Diggs	X		
Khadija Fuller	X		
Kim Davis	X	X	X
Kisha Spencer	X	X	
Lamont Regester	X	X	X
Laura Fu	X	X	
Marques Hudgins	X		

Communication Devices: FY19

Name	Mobile Phone	Tablet	Hot Spot
Martha Haile	X		
Mia Bowden	X	X	X
Michael Tietjen	X	X	
Monique Bocock	X		
Nettina Wren-Perkins	X		
Neville Waters	X	X	X
Olga Shepperd	X	X	
Randy Jenkins	X		
Rasheena Latham	X		
Reginald Winter		X	
Renee Hevor	X	X	X
Ron'Treece Gibson-Colbert	X	X	
Sonji Johnson	X		
Tanya Ricks	X		
Thedford Collins		X	
Thomas Lea	X	X	
Timothy Evans	X	X	
Travis Nembhard	X	X	
Victor Ayala	X		
William Morgan		X	
Michael Tietjen	X		

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY18 and FY19, to date;

FY18: DFHV Fleet Report:					
	Tag#	Year	Make	Model	DFHV Department
1.	10454	2014	FORD	TAURUS	Enforcement Team
2.	10555	2014	FORD	TAURUS	Enforcement Team
3.	10557	2014	FORD	TAURUS	Enforcement Team
4.	10658	2014	FORD	TAURUS	Enforcement Team
5.	10659	2014	FORD	TAURUS	Enforcement Team
6.	11137	2015	FORD	TAURUS	Enforcement Team
7.	11138	2015	FORD	TAURUS	Enforcement Team

8.	11139	2015	FORD	TAURUS	Enforcement Team
9.	11140	2015	FORD	TAURUS	Enforcement Team
10.	11141	2015	FORD	TAURUS	Enforcement Team
11.	11142	2015	FORD	TAURUS	Enforcement Team
12.	11143	2015	FORD	TAURUS	Enforcement Team
13.	11144	2015	FORD	TAURUS	Enforcement Team
14.	11145	2015	FORD	TAURUS	Enforcement Team
15.	11176	2015	FORD	TAURUS	Enforcement Team
16.	8664	2012	DODGE	CARAVAN	Facilities Team

FY19: DFHV Fleet Report:					
	Tag#	Year	Make	Model	DFHV Department
1.	10454	2014	FORD	TAURUS	Enforcement Team
2.	10555	2014	FORD	TAURUS	Enforcement Team
3.	10557	2014	FORD	TAURUS	Enforcement Team
4.	10658	2014	FORD	TAURUS	Enforcement Team
5.	10659	2014	FORD	TAURUS	Enforcement Team
6.	11137	2015	FORD	TAURUS	Enforcement Team
7.	11138	2015	FORD	TAURUS	Enforcement Team
8.	11139	2015	FORD	TAURUS	Enforcement Team
9.	11141	2015	FORD	TAURUS	Enforcement Team
10.	11142	2015	FORD	TAURUS	Enforcement Team
11.	11143	2015	FORD	TAURUS	Enforcement Team
12.	11144	2015	FORD	TAURUS	Enforcement Team
13.	11145	2015	FORD	TAURUS	Enforcement Team
14.	11176	2015	FORD	TAURUS	Enforcement Team
15.	8664	2012	DODGE	CARAVAN	Facilities Team

- c. A list of travel expenses, arranged by employee for FY18 and FY19, to date, including the justification for travel; and

Fiscal Year (FY)	Employee	Travel Justification	Expenditure Amount
FY2018	Ernest Chapparah	International Association of Transportation Regulators (IATR) 31st Annual Conference 2018	\$2,298.10
		IT Expo Fort Lauderdale, FL	\$595.78
		Smart City Event	\$684.61

		National Association of City Transportation Officials (NACTO) Designing Cities Conference	\$1,952.62
		Total	\$5,531.11
	Shirley Kwan-Hui	IATR 31st Annual Conference, Philadelphia, PA	\$1,711.72
		Total	\$1,711.72
	Monique Bocock	IATR 31st Annual Conference, Philadelphia, PA	\$1,657.01
		Total	\$1,657.01
	Neville Waters	NACTO Designing Cities Conference Chicago, IL	\$486.10
		NABJ Convention New Orleans, LA	\$966.58
		Flight to NACTO Conf Chicago, IL	\$411.96
		IATR 31st Annual Conference, Philadelphia, PA	\$1,753.01
		Total	\$3,617.65
	Eric Ampedu	IATR 31st Annual Conference, Philadelphia, PA	\$1,894.01
		Total	\$1,894.01
	Grand Total		\$ 14,411.50

FY 2019 YTD	No Travel Exp to report
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- d. A list of the total workers' compensation payments paid in FY18 and FY19, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

Answer: DFHV did not pay any worker's compensation in FY18 or FY19, to date.

5. For FY18 and FY19, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

Answer:

	One-Time Charges	Service Charges	Total
FY18	\$249.99	\$87,983.31	\$88,233.30
FY19, YTD	\$23,539.16	\$17,509.84	\$41,049

6. For FY18 and FY19, to date, please list all intra-District transfers to or from the agency. For each transfer, include the following details:
- Buyer agency;
 - Seller agency;
 - The program and activity codes and names in the sending and receiving agencies' budgets;
 - Funding source (i.e. local, federal, SPR);
 - Description of MOU services;
 - Total MOU amount, including any modifications;
 - Whether a letter of intent was executed for FY18 or FY19 and if so, on what date,
 - The date of the submitted request from or to the other agency for the transfer;
 - The dates of signatures on the relevant MOU; and
 - The date funds were transferred to the receiving agency

Answer: Please see Attachment #3 – FY18 and FY19 Intra-District Transfers.

7. Please list any additional intra-district transfers planned for FY19 including the anticipated agency(ies), purposes, and dollar amounts.

Answer:

SELLER	BUYER	Purpose	Amount
Mayor's Office on African Affairs (MOAA)	DFHV	Hire 2 FTE Bilingual Community Outreach Specialists	\$ 132,924.28

8. For FY18 and FY19, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
- The revenue source name and code;
 - The source of funding;
 - A description of the program that generates the funds;
 - The amount of funds generated by each source or program;
 - Expenditures of funds, including the purpose of each expenditure; and
 - The current fund balance.

Answer: Please see Attachment #4 – Special Purpose Revenue Funds.

9. For FY18 and FY19, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Answer: Please see Attachment #5 – Purchase Card Spending.

- 10. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY18 and FY19, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

Answer: Please see Attachment #6 – List of MOU

- 11. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY18 and FY19, to date.**

Answer:

- a. Memorandum of Understanding with Washington Metropolitan Area Transit Authority to establish certain billing practices for Metro’s Fiscal Year 2019, which will support the District of Columbia government’s efforts to provide additional funding to the Transport DC program.
 - b. Memorandum of Agreement with Washington Metropolitan Area Transit Authority for data sharing, customer information, advertising and marketing responsibilities.
- 12. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not yet been implemented, please explain why.**

Answer: Please see Attachments #7a – ODCA Audit Close-out and #Q7b – OIG Audit Close-Out.

- 13. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency’s purview in FY18 and FY19, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:**

- a. An update on all capital projects begun, in progress, or concluded in FY17, FY18, and FY19, to date, including the amount budgeted, actual dollars spent, and any remaining balances.
- b. An update on all capital projects planned for FY18, FY19, FY20, FY21, FY22, and FY23.
- c. A description of whether the capital projects begun, in progress, or concluded in FY17, FY18, or FY19, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Answer: DFHV did not have any capital projects under its purview in FY18 and does not have plans for any capital projects in FY19.

14. Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for fiscal years 2017, 2018, and the first quarter of 2019. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

- a. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal years 2017 and 2018 for each program and activity code.
- b. Attach the cost allocation plans for FY17 and FY18.
- c. In FY17 or FY18, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Answer:

- a) Please see Attachments #8a-c – Approved Budget, Revised Budget, Cost Allocation and Spending.
- b) Please see Attachments #8a-c – Approved Budget, Revised Budget, Cost Allocation and Spending.
- c) DFHV did not have any federal funds in FY17 or FY18.

15. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY18 and FY19, to date. For each, include a description of the need and the amount of funding requested.

Answer: During FY19 budget formulation, DFHV received a budget increase of \$1,829,046.99 for the Transport DC program.. The FY19 approved budget for the Transport DC program is \$5,924,443.99;the FY 2018 approved budget was \$4,095,397.00.

16. Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY18 and FY19, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number. Please also include the program, activity, and CSG codes for the originating and receiving funds.

Answer: Please see Attachment #9 – Reprogrammings.

17. Please list each grant or sub-grant received by your agency in FY18, and FY19, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

- a. **How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

Answer:

The following grant or sub-grant was received by DFHV:

FY18

GRANT RECEIVED: Vision Zero

DATE: 3/26/2018

AMOUNT: \$30,000 (\$5K for Safety Driver's Grant, each selected driver was awarded \$1K)

SOURCE: DDOT

PURPOSE: To initiate Mayor Bowser's Challenge for Safer People and Safer Streets, which aims to improve pedestrian and bicycle transportation safety by showcasing effective local actions, empowering local leaders to take actions, and promoting partnerships to advance pedestrian and bicycle safety. This project aims to eliminate all traffic fatalities and serious injuries from Washington, DC streets by 2024.

FTE: 0 were hired on this grant.

There is no grant or sub-grant received by DFHV in FY19 YTD.

18. Please describe every grant your agency is, or is considering, applying for in FY20.

Answer: DFHV has no plans currently to apply for grants in FY20.

19. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY18 and FY19, to date. For each contract, please provide the following information, where applicable:

- a. **The name of the contracting party;**
- b. **Contract number;**
- c. **Contract type (e.g. HCA, BPA, Sole Source, sing/exempt from competition award, etc.)**
- d. **The nature of the contract, including the end product or service;**
- e. **Contract's outputs and deliverables;**
- f. **Status of deliverables;**
- g. **The dollar amount of the contract, including amount budgeted and amount actually spent;**
- h. **The term of the contract;**
- i. **Whether the contract was competitively bid;**
- j. **Subcontracting status (i.e. Did the Contractor sub any provision of the goods and/or services with another vendor);**
- k. **CBE status;**
- l. **Division and activity within DFHV utilizing the goods and/or services;**

- m. The name of the agency's contract monitor and the results of any monitoring activity; and
- n. The funding source.

Answer: Please see Attachment #10 – Contracts.

- 20. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.**

Answer: *Classic Cab Company v. District of Columbia*, No. 18-XXXX (not yet docketed). This is a petition for a writ of certiorari to the United States Supreme Court that was filed November 21, 2018. In its writ, the plaintiffs have argued that Supreme Court review is appropriate to decide whether the District's use of emergency rulemaking is a violation of the 5th and 14th Amendments of the United States Constitution; whether the exclusion by the District of the use of a foreign product is a violation of the Commerce Clause of the United States Constitution; and whether the lower courts' dismissal of the plaintiff's civil claim is a violation of the 7th Amendment of the United States Constitution. No action has been taken by the U.S. Supreme Court to date.

David Person v. Department of For-Hire Vehicles, 2017 CA 002112 B. This case was filed in D.C. Superior Court on March 29, 2017. The plaintiff alleged a cause of action for Whistleblower Reprisal. The plaintiff requests a judgment for pain and suffering in an amount to be determined by the Court, litigation costs, back pay, interest, reinstatement, and any other relief that the Court deems proper. The plaintiff was employed with DFHV from September 1, 2011 through November 26, 2015. The plaintiff claims he was terminated in retaliation for his protected whistleblower activity. The District filed a Motion for Summary Judgment on October 12, 2018 which remains pending.

- 21. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, 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.).**

Answer: *Anand Khanna v. DFHV*: The agency denied the driver's FACE ID renewal application due to multiple consumer complaints. The parties reached a settlement. However, the driver has not yet complied with the terms of the agreement and his license is still in revoked status.

- 22. Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency**

policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.

Answer: For FY18 and FY19, to date, the agency has received two employee grievances.

1) On June 6, 2018, an agency employee filed a Step 1 Grievance against the agency based on the employee's five-day suspension without pay. The matter was resolved at the Step 3 Grievance Level and the suspension was withheld.

2) On December 24, 2018, a former agency employee filed a Step 3 Grievance against the agency based on the employee's removal. A Step 4 Grievance in the same matter was filed on January 10, 2019. This matter is pending and unresolved.

Generally speaking, the agency follows the process for responding to grievances established by the D.C. Department of Human Resources, consistent with the D.C. Personnel Manual, and Article 9 of the Collective Bargaining Agreement between the District of Columbia Government and American Federation of Government Employees (AFGE) Local 1975.

23. 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 FY18 and FY19, to date, whether or not those allegations were resolved.

Answer: The agency follows the procedures for investigating allegations of sexual harassment and misconduct established by the D.C. Department of Human Resources, consistent with the D.C. Personnel Manual and Mayor's Order 2017-313. The DFHV does not have agency-specific procedures for investigating allegation of sexual harassment or misconduct. In the past year, the agency has identified two Sexual Harassment Officers to review allegations of sexual harassment or misconduct, distributed the updated Mayor's order, posted a sexual harassment flyer on employee bulletin boards and agency staff took the online sexual harassment training.

There have been no allegations of sexual harassment or misconduct (discrimination) received by DFHV in FY18 and FY19, to date.

24. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY18 and FY19, to date.

Answer: There are no open investigations, audits, or reports on the agency or any employee of the agency at this time, or completed during FY18 or FY19, to date.

- 25. Please describe any spending pressures the agency experienced in FY18 and any anticipated spending pressures for the remainder of FY19. Include a description of the pressure and the estimated amount. If the spending pressure was in FY18, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.**

Answer: In FY 2018, DFHV experienced a spending pressure in the Transport DC program (Local Funds). This was resolved by reprogramming \$723,000 from the Department of Public Works. DFHV does not anticipate a spending pressure in FY 2019.

- 26. Please provide a copy of the agency's FY18 performance plan. Please explain which performance plan objectives were completed in FY18 and whether they were completed on time and within budget. If they were not, please provide an explanation.**

Answer: See Attachment #11 – FY18 Performance Plan.

All strategic initiatives were completed on time and within budget.

- 27. Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator.**

Answer: Please see Attachment #12 – FY19 Performance Plan.

- 28. Please provide the number of FOIA requests for FY18 and FY19, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

Answer: The following are the numbers of FOIA requests that DFHV received:

FY 2018

- 33 FOIA requests were processed, with the following dispositions:
 - Granted in Full: 7;
 - Partially Granted: 15;
 - Pending: 3;
 - Other Disposition: 6, and
 - Withdrawn: 2.
- Average Response Time: 23 days
- Number of FTEs required to process requests: 1
- Estimated number of hours: 490
- Estimated Cost of Compliance: \$24,245

FY 2019

- 13 FOIA requests were processed, with the following dispositions:
 - Granted in Full: 5;
 - Partially Granted: 7;
 - Pending: 1; and
- Average Response Time: 15 days
- Number of FTEs required to process requests: 2.5

29. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY18 and FY19, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

Answer:

Limousine Report (See Attachment #13a) is complete and gives an overview of the limousine market in Washington, DC after one year worth of data collection.

Survey of TNC Fees (See Attachment #13b) is complete and compares licensing fees and operating fees for Transportation Network Companies (TNC) across ten jurisdictions (Nine states and one city).

Taxicab Ratings (See Attachment #13c) is complete and provides the ratings for rated taxicab trips by taxicabs in the District.

30. Please separately list each employee whose salary was \$100,000 or more in FY18 and FY19, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Answer: Please see Attachment #14 – Salaries over \$100,000

31. Please list in descending order the top 25 overtime earners in your agency in FY18 and FY19, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

Answer: Please see Attachment #15 - Overtime

32. For FY18 and FY19, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

Answer: Please see Attachment #16 – Bonuses and Special Award Payments.

33. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

Answer:

- Please see Attachment #17a - Compensation Collective Bargaining Agreement and Attachment #17b - Working Conditions Collective Bargaining Agreement. Collective Bargaining Agreements with American Federation of Government Employees, Local 1403, October 1, 2017 through September 30, 2020.
- Please see Attachment #17c - Compensation Collective Bargaining Agreement, Effective October 1, 2006 - September 30, 2010*. Collective Bargaining Agreements with Compensation Units 1 & 2.

DFHV is not currently in bargaining.

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

34. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY18 or FY19, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Answer: Pursuant to D.C. Code § 50-301.10a, DFHV is affiliated with the For-Hire Vehicle Advisory Council (FHVAC), which advises the agency on all matters related to the regulation of the vehicle for-hire industry. The FHVAC meets “on a quarterly basis, and more often as needed, at times to be determined by the chairperson of the FHVAC at the first meeting of the FHVAC.”

Meetings, to date: February 8, 2017; June 22, 2017; October 18, 2017; March 22, 2018; June 21, 2018; September 25, 2018; December 12, 2018. All meetings have been held beginning at 10:00 a.m. in the DFHV Public Hearing Room, 2235 Shannon Place, S.E., Second Floor, Washington, D.C. 20020.

See Attachments #18a – FHVAC Agendas, #18b – FHVAC Meeting Transcript_10-18-2017, #18c – FHVAC Meeting Transcript_3-22-18, #18d – FHVAC_06-21-2018, #18e FHVAC Meeting Transcript_9-25-18, #18f FHVAC Meeting Transcript_12-12-18.

Members:

Name	Confirmation	Term	Wards of Residence	Attendance (FY18 & FY19 to Date)
Linwood Jolly - Chairperson	February 16, 2017	Term expires July 18, 2019	Ward 4	Attended all meetings, to date.
Jason Arvanites Public Member (Company providing vehicle for-hire service in the District)	February 16, 2017	Term expires January 30, 2020	Ward 6	Attended 10/18/2017, 03/22/2018 (missed 09/25/2018, 12/12/2018 meetings)
David Do Agency Representative since Dec,2018	Interim- Director	No term	Ward 5	Attended all meetings to date (by prior Agency Representative Ernest Chrappah).
Dawit Dagnew, Public Member (Operates a public or private vehicle for-hire)	November 13, 2017	Term expires January 30, 2020	Ward 1	Attended 03/22/2018, 12/12/2018 (missed 09/25/2018 meeting)
Elliott Ferguson II Public Member (Hospitality/ tourism industry)	July 18,2016	Term expires July 18,2019	Ward 6	Missed 10/18/2017, (missed 03/22/2018, 09/25/2018, 12/12/2018 meetings)
Dottie Love-Wade Public Member (unaffiliated with vehicle for-hire industry)	Re- appointment in August 8,2017	Term expires July 18, 2020	Ward 1	Attended 10/18/2017, 12/12/2018, (missed 03/22/2018, 09/25/2018 meetings)
Erik Moses Hospitality/tourism industry	November 3, 2016	Term expires on October 25, 2019	Ward 4	Attended 10/18/2017, (missed 03/22/2018, 09/25/2018, 12/12/2018)

Evian Patterson D.C. Agency Representative	November 3, 2016	No term	Ward 1	Attended 10/18/2017, (missed 03/22/2018, 09/25/2018, 12/12/2018)
Jeffrey Schaeffer Public Member (Company providing vehicle for-hire service in the District)	July 18, 2016	Term Expires July 18, 2019	Maryland Resident	Attended 10/18/2017, 12/12/2018, (missed 03/22/2018, 09/25/2018 meetings)
Anthony Thomas Public Member (Operator of a public or private vehicle for-hire)	February 16, 2017	Term expires January 30, 2020	Ward 4	Attended 10/18/2017, 03/22/2018 (missed 09/25/2018, 12/12/2018 meetings)
Anthony Wash Public Member (Unaffiliated with the vehicle for-hire industry)	July 18, 2016	Term expires July 18, 2018	Ward 6	Attended 12/12/2018, (missed 10/18/2017, 03/22/2018, 09/25/2018 meetings)

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

Answer:

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

Description: Monthly revenue reports have been submitted for FY18 and FY19, to date. The agency will continue sending reports, in compliance with the Code requirements.

b. Reporting Requirement: On November 1st of each year, the Mayor shall provide to the Committee on Transportation and the Environment, or a successor committee with oversight of the Department of For-Hire Vehicles, a report on the number of civil citations issued pursuant to 31 DCMR § 825 and laws and regulations of the District of Columbia, and a report on any criminal infractions issued during the prior fiscal year. D.C. Official Code § 50-332 (b).

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

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

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

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

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

36. Please attach copies of the required annual small business enterprise (SBE) expenditure reports for your agency for FY17, FY18 and FY19, to date.

- a. **D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the agency engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the agency intends to make during the next fiscal year to achieve their SBE expenditure goal. Has your agency submitted the required information for fiscal year 2018? Please provide a copy as an attachment.**

Answer: Please see Attachment #19 – Green Book Reports.

- 37. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.**

Answer:

VIO Training – In FY18, DFHV Vehicle Inspection Officers (VIO) took over 1,000 hours of trainings to enhance their skills to better serve their front-facing role for the agency.

DFHV Training - FY18 to FY19 to date, 69 staff members have completed courses through DFHV's online training system, which offers two courses to orient users to the agency, its functions, and the industry, in addition to the agency's performance plan.

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

Answer: DFHV produces Individual Performance Plans for each employee. The supervisor and/or manager conducts the evaluation for the employee. The agency follows the Performance Evaluation Process by identifying and communicating the organizational and individual performance goals expected of the employee. This process consists of performance expectations, competencies, SMART Goals, and Individual Development Plans. This is a collaborative process that consists of the supervisor/manager and employee working together to determine the performance expectations and development objectives to be accomplished during the review period. Also, there is a self-evaluation which allows the employee an opportunity to document his/her accomplishments during the review period.

During the Mid-Year Discussion, if the employee falls below Valued Performer level then they will be given a Performance Improvement Plan (PIP). This allows the employee to correct any performance issues that the employee may have.

Agency Operations

39. Please describe any initiatives that the agency implemented in FY18 or FY19, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Answer:

Call Center - In FY18, DFHV further improved customer service by implementing a customer service quality assurance program with a new call system. The average call wait time decreased by nearly 50 percent from the second quarter to the fourth quarter. Overall, wait time decreased 44 seconds through the year, and DFHV ended FY18 with an average call wait time of 45 seconds.

Client Service Center Redesign - In FY18, DFHV improved customer processing time and customer service experience through a reorganization of the client service center. As a result of this initiative, customers have a smoother experience. This is evident in the fourth quarter Customer Satisfaction Survey. DFHV saw improvement in customer experience since the creation of the process, as evidenced by an 8.65 percentage point increase in the customer's overall satisfaction of their service visits and a 6.42 percentage point increase with the satisfaction of the timeliness of services rendered.

Live-Streaming DFHV began live-streaming of all DFHV Advisory Council meetings, hearings, town halls, and other types of meetings. The DFHV hearing room was outfitted with the equipment necessary to live-stream meetings. Five For-Hire Vehicles Advisory Council public hearings were live-streamed with a total of 1,133 views.

Driver Tele-Town Halls - DFHV conducted nine tele-town halls for the FHV industry, including four targeted to the taxicab drivers. The monthly tele-town hall, branded as the "First Friday" live podcast, has steadily grown to reach with nearly 3,200 listeners. In addition, other platforms are leveraged to extend reach to the public and generate promotional opportunities to increase listenership.

Transport DC User Group - In FY18, DFHV completed twelve user group sessions focused on paratransit. A total of 283 user group members attended the monthly sessions for FY18. Feedback has been documented and will be considered as changes are made to existing programs and services and as solutions are devised for systemic service delivery issues for paratransit users.

MOU with Mayor's Office on African Affairs – In FY19, DFHV is entering into an MOU with the Mayor's Office on African Affairs to add two bilingual community outreach specialists to DFHV. These resources will help assist customers in the Client Service center, field inquiries from the public, and assist with community outreach activities.

Self-Service Option for Lost and Found - DFHV will further improve customer service in FY19 by providing self-service options for passengers regarding lost items. The self-service options will allow customers to report and track the status of lost items through the

DFHV website. This will give passengers the ability to track the status of their lost items seven days per week, 24 hours per day.

Automated Services - DFHV will further improve customer service in the Client Services Department in FY19 by implementing an application automation system for drivers and companies. The automated system will allow drivers and companies to process driver and vehicle license applications seven days per week, 24 hours per day. The automated system will eliminate the need for drivers and companies to visit the Client Services Department for these types of service requests. This initiative was piloted in FY18 with taxicab companies, and in FY19 it will be enhanced and fully implemented to include drivers.

40. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY20. How did the agency address its top priorities listed for this question last year?

Answer:

For FY19, the agencies top five priorities are:

Continue affordable accessible and safe transportation options - DFHV's plans to continue to expand transportation options for District residents in FY19 by introducing the Transportation as a Service pilot to offer rides to underserved areas. DFHV has also made a grant to start a new Microtransit service, which will begin operating in early spring of 2019.

Data and technology innovations – In FY19, DFHV will deploy license plate recognition system (LPRS) technology. LPRS will scan license plates and/or permits of for-hire vehicles to alert and enable VIO access to all available data about a vehicle and/or driver. This will assist VIO target enforcement stops and safety checks on vehicles with outstanding tickets, warrants, expired tags, etc. to optimize safety through compliance checks and inspections. DFHV will also begin collecting trip data from all for-hire vehicle operators in FY19 and will use this information to make decisions about policies and programs.

Build strong relationships with stakeholders – In FY19, DFHV will participate in a variety of community events and forums. Additionally, DFHV will add dedicated community outreach staff,

Create and maintain a highly efficient, transparent, and responsive District Government – DFHV will continue to push as much information to the public through public dashboards and will engage more constituents through enhanced public engagement.

Expanding economic opportunities – In FY19, DFHV will continue making grants to the for-hire vehicle industry. Over \$7 million in total grant funds will be distributed, including over \$700,000 for DFHV’s new Business Transformation grant program which seeks to transform the for-hire industry with strategic and innovative initiatives and incentives to improve transportation equities, direct taxicabs to underserved communities, expand economic opportunities, solving problems within the for-hire industry that benefit the for-hire consumers, and further DC’s sustainability goals.

For FY18, the agency’s top five priorities were:

Eliminate Transportation Barriers - DFHV transportation programs provided over 210,000 rides in FY18 for underserved communities, including seniors, residents with a disability, and those with low income, while generating an estimated \$6.27 million to the District's economy. DFHV programs helped solve transportation challenges for over 5,900 disabled transit users through Transport DC; over 270 DC government employees that need to travel throughout the city to perform their duties; approximately 270 veterans for medical appointments, job and educational opportunities; over 100 Medicaid beneficiaries seeking services to diagnose or treat cancer; and 42 foster children to and from schools.

Expand economic opportunities - DFHV invested approximately \$5.8 million in grants for transportation programs in the for-hire vehicle industry. These grants were used to start innovative pilot projects and partnership programs aimed at improving transportation equity, expanding economic opportunities, solving problems within the taxicab industry that benefit taxicab consumers, and fostering innovation.

Create and maintain a highly efficient, transparent, and responsive District Government – DFHV has continued to make as much information available to public as possible, including displaying various data sets and dashboards on the DFHV website help the public to see the growth and changes of the for-hire industry. DFHV’s dashboards had over 2,200 page views in FY18. DFHV also promptly fulfilled FOIA requests in an average of 23 days.

Ensuring WAV Taxicab service is available for residents and visitors with disabilities – In FY18, DFHV ensured the availability of WAV offering an online WAV sensitivity training course to taxicab operators by publishing a scorecard of WAV fleet compliance by taxicab companies, prioritizing the use of WAV in DFHV grant programs, and incorporating independent WAV drivers in to the Transport DC program to ensure additional availability, especially during weekends and evenings.

Rebranding DFHV - Live Podcast: DFHV launched a new monthly. live, call-in podcast named ' The Weekly Dropoff' to engage with the for-hire industry. Podcasts aired live on the first Friday of every month, reaching a total of 3,171 callers. The weekly pre-recorded podcast's listenership exceeded 16,500

DFHV received positive media coverage and public feedback for its newly branded enforcement vehicles that increase the agency's brand awareness and promote the work enforcement officers perform to protect drivers and riders.

DFHV engaged the tech community and civic hackers through the Mayor's InnoMAYtion initiative to develop new apps and solutions using the agency's open data by holding the first annual DFHV Transportation Hackathon. DFHV's panel reviewed multiple presentations and named a presentation from the University of Maryland Transportation Institute as the "winner" with an app that rewards people with gift cards and points for choosing green transportation options.

41. Please list each new program implemented by the agency during FY18 and FY19, to date. For each initiative, please provide:

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

Answer:

Fiscal Year	New Program Initiative	Descriptor	Funding Required	Results
FY18	Automatic Dome Light System	Creating and installing sensors into cabs to control the Dome Light to announce if the cab is available for customers. Goal: install 100 automatic dome light sensors	\$10,000	100 independent taxi cabs have seat sensors installed in their vehicles.
FY18	Driver Incentive Pilot Project	Encourage drivers to improve their experience to and become involved with DFHV programs and initiatives that address service gaps, improvement data analysis and provide incentives to drivers to participate in new piloted programs	\$9,000	9 drivers were chosen for a grant award based on their DFHV initiative knowledge base, taxi industry improvement suggestions, as well as willingness to join new program initiatives.
FY18	VetRides	Provide a cost-effective, high-quality transportation services to eligible DC Veterans seeking employment & education opportunities & medical services. No out of pocket expenses are charged to eligible veterans.	\$120,000	Two separate initiatives were produced in FY18, the Pilot in Q1 that produced 2,400 rides (\$60K) for veterans throughout the city; and in Q4, 2,400 rides (\$60K) for veterans for employment, education and medical trips only. 4,800 veterans benefited from this program, which continued in FY19, Q1 until funds were exhausted.
FY18	Dynamic Pricing	Provide discount and upfront pricing for passengers, ability to	\$46,903	All six DTS taxi cab companies participated for

		match riders with drivers including drivers who were not a part of the Grantee's fleet, implement software to connect passengers with similar geographic origin and destinations to a single vehicle		two trial periods in April (4/18 & 4/25), this grant identified several technological gaps in both DFHV and the Taxi Cab industry's electronic meter systems, reporting requirements; however, the program and taxi cab industry did experience positive media exposure and customer awareness of DFHV innovative initiatives to improve customer service.
FY18	Micro-transit/Paratransit Pilot Program	Purpose is to create and deliver a micro-transit program to able to transit multiple people to multiple destinations, with dispatch software utilized to book and manage trips, marketing to the community, developing routes, increase mobility for people with disabilities, and to provide professional customer services	\$100,000	Program was delayed and will start in FY19, February
FY19	BTG (Business Transform Initiatives)	Transportation as a Service (TaaS): A pilot program to improve transportation equity by treating transportation as a service (TaaS) particularly for underserved communities. TaaS to offer the means for mobility to any District residents who needs transportation to attend school, to get to work, or to make a medical appointment. Thus, TaaS can be quite meaningful by eliminating transportation barriers as DFHV develops policies and pilot programs to meet consumer needs.	\$330,000	Initiative to begin March 2019
FY19	BTG	Green Rides: DFHV is promoting Green Rides by offering incentives as part of the Innovations Grants program. Passengers who ride in participating EV or PHEV taxicabs will receive discounted trips and DFHV will provide a bonus to the driver for completed trips. This program seeks to increase demand for EV or PHEV trips.	\$10,000	Initiative to begin April 2019
FY19	BTG	Improve access to WAV for Persons with Disabilities and	\$10,000	Initiative to begin March 2019

		Older Adults: Incentivize training and/or certification for all for-hire drivers for assisting and providing excellent service to wheelchair users. Drivers will receive rebates for completing training, receiving certification and central dispatching opportunities.		
FY19	BTG	Boost Driver Earnings (DEB): Promote a pathway to the middle class for for-hire vehicle drivers through DFHV's Driver Earnings Boost (DEB) program. The DEB program will provide financial incentives to drivers who work for a minimum amount of time and receive great feedback from passengers, including measuring the driver's safety record, number of complaints and participation in DFHV pilots. DFHV may consider providing financial incentives to the best drivers to earn a minimum of up to \$25.00 per hour.	\$25,000	Initiative to begin July 2019
FY19	FEMS/NEMT	Non-Emergency Medical Transportation (NEMT): Provide a cost-effective transportation service solely for the purpose of providing non-emergency transportation for eligible customers to and from medical appointments in lieu of using ambulance services.	\$83,700	FEMS reviewing MOU, program is estimated to start March 1, 2019

42. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY18 and FY19, to date.

Answer: DFHV has a robust measurement program that incorporates a variety of data points from different sources, and uses them to measure and manage agency performance. DFHV is tracking data that helps the agency understand the state of the industry, such as data on the amount of economic contributions made by for-hire vehicles to the DC economy. DFHV also tracks data that helps the agency understand internal business processes, such as complaints, lost and found, and public engagement data.

43. What are the top metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

Answer:

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

- Percent of warnings to overall tickets issued by Vehicle Inspection Officers;
- Percent of licenses processed on-time within 10 calendar days;
- Economic contributions by for-hire vehicles;
- Percent of agency budget allocated to grants;
- Percent of operating authorities processed within 30 calendar days;
- Number of recovered items reunited with owners;
- Number of audits conducted;
- Number of safety inspections conducted;
- Number of insured vehicles during inspections;
- Number of people engaging in community outreach events;
- Number of disputes resolved;
- Number of new service or product pilots to improve passenger riding experiences;
- Number of public research reports completed;
- Number of company applications processed (taxicab/limo companies and other businesses);
- Number of driver applications processed; and
- Number of public service announcements

44. Please list the task forces and organizations of which the agency is a member.

Answer:

DFHV is a member of the following task forces:

- 1) SWNA/Strike Force Transportation.
- 2) Vision Zero Project
- 3) Access for All Committee (MWCOG/TRB)
- 4) Autonomous Vehicles Working Group
- 5) Electric Vehicle Interagency Working Group
- 6) For-Hire Vehicle Advisory Council

DFHV is a member of the following organizations:

- 1) Sharing Cities Alliance,
- 2) International Association of Transportation Regulators (IATR),
- 3) Project Vision Zero (Mayor Bowser's Challenge for Safer People and Safe Streets),
- 4) Major Crash Review Task Force, and
- 5) Disability Coalition Outreach Committee.
- 6) Transport DC User Group
- 7) Accessibility Advisory Committee

45. Please explain if DFHV is a part of the interagency Vision Zero task force that was created as a result of the Mayor's Vision Zero Initiative.

- a. Did DFHV attend the first organizational meeting?
- b. Please provide the names and titles of the individual(s) who represent the agency in the task force meetings.
- c. Please provide specific policies that the agency has adopted as a result of its participation in the task force.

If the agency is not a member of the task force, does it intend to be included in the task force? Please explain why the agency has not joined the task force.

N/A

Answer:

- a) Yes. DFHV attended the first meeting and all other meetings with Deputy Mayor Kevin Donahue.
- b) Interim Director David Do, Interim Chief of Staff Dory Peters, and Administrator Eric Ampedu.
- c) The DFHV Vehicle Inspection Officers (VIOs) conduct regular outreach, counseling and educational interactive activities with drivers of both public and private for-hire vehicles as part of their performance goals. DFHV now requires VIOs to conduct safety and compliance inspections and educate operators to look out for bicyclists and pedestrians, as well as the concept of “shared streets”. VIOs specifically engage drivers to discuss “unlawful activities,” such as aggressive driving, illegal maneuvers, parking on bike lanes and crosswalks, and dropping off passengers in an unsafe manner or locations.

DFHV has also produced public safety flyers which are targeted toward educating drivers, bicyclists, pedestrians and the public. The flyers will be distributed by the VIOs while on patrol and the DFHV Client Services department.

DFHV will incorporate a safety training module in its online Driver Training for taxi drivers as a part of license renewal.

46. Please explain the impact on your agency of any legislation passed at the federal level during FY18 and FY19, to date, which significantly affected agency operations.

Answer: There has been no federal legislation passed during FY18 or FY19, to date, that significantly affected agency operations.

47. Please describe any steps the agency took in FY18 and FY19, to date, to improve the transparency of agency operations.

Answer:

- DFHV implemented online livestreaming of meetings and hearings, which reached over 1,100 people.
- DFHV published quarterly taxicab passenger ratings.
- The agency also started production of regular podcasts, entitled "The Weekly Dropoff", which reached over 16,500 people.
- DFHV published data dashboards on the DFHV web site, which was viewed over 2,200 times.
- Fulfill FOIA requests in an average of 23 days.
- Processed 99.4 percent of complaints on time within thirty days.

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

- A detailed description of the information tracked within each system;**
- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and**
- Whether the public can be granted access to all or part of each system.**

Answer: DFHV maintains the following electronic database as part of its operations.

QuickBase

a. QuickBase is an Intuit provided web-based collaborative database application that allows business people to create their own custom applications without writing code. Various databases exist within QuickBase and are used to track:

- Surcharge submission information (no public access);
- Special permit decal issuance (public access for submission of application);
- Non-MSA operator decal issuance (public access for submission of application);
- Non-District Limousine applications (public access for submission of application);
- and
- Grant Management (no public access).

- The initial QuickBase database was created in 2012. No significant enhancements are planned in FY19.
- Because of privacy concerns, the public cannot be granted direct access to the system.

DFHV Training Portal

- This learning management system provides drivers with self-paced training courses accessible from any location with access to the internet.
- The application was implemented in 2015 and is available to all drivers with a valid Face ID. No significant enhancements are planned in FY19.
- Because of privacy concerns, the public cannot be granted direct access to the system.

Salesforce CRM

- a. The Salesforce platform is a cloud based application used for centralized management of operator, vehicle, and company licensing; complaints; and lost and found.
- b. The first phase of the system was installed in February of 2016 and the initial rollout was completed in September 2016.
 - A self-service portal was created to allow non-district limousine companies the ability to apply for the permits and register drivers.
 - Additional services such as non-district limousine authority management and hearing case management will be migrated to the Salesforce platform.
- c. Licensed public for-hire vehicle operators and companies will have access to view data relevant to the individual or company.

DFHV Dashboard

- a. The Department of For-Hire Vehicles introduced an External Dashboard and Statistical Data Sets pertaining to the vehicle-for-hire industry. The dashboard is intended to generate policy discussions while supporting transparency and accountability.
- b. No significant updates were made to the dashboard.
- c. The public version of the dashboard is available on the agency website.

SharePoint

- a. The Microsoft SharePoint Portal is a collaborative workspace that allows the agency to more effectively and efficiently share information and tools among staff. The portal contains functional area standard operating procedures, support documentation, Public Meeting notes, operational logs and notes, etc.
- b. No significant updates were made to the SharePoint portal.
- c. The SharePoint site is for internal use only and the public cannot be granted direct access to the system.

Event Hub

- a. DFHV implemented a data repository to include status of vehicle, meter, and vehicle availability. This valuable set of data can be used for a number of purposes, including analysis of taxicab activity in the District of Columbia as well as licensing to developers to create solutions that depend on taxicab data, such as mobile apps and web applications.
- b. DFHV provided the ability for registered developers to obtain API access to the data..
- c. The Integration Hub is currently available to registered API users.

Cloud Call

- a. Cloudcall is a system used to receive, track, and record all calls coming into DFHV. It allows managers to review interactions our customer service team has with callers for training or other purposes.
- b. There are no upgrades planned for the system a this time.
- c. The data and recordings on Cloud Call are for internal use only and the public cannot be granted access.

49. Please provide a detailed description of any new technology acquired in FY18 and FY19, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

Answer:

License Plate Recognition Systems (LPRS): Using modern technology for enforcement activities will make it easier for our Vehicle Inspection Officers (VIO) to monitor for-hire vehicle activities throughout the city. An example of this technology is the deployment of a license plate recognition system (LPRS) technology. LPRS will scan license plates and/or permits of for-hire vehicles to alert and enable VIO access to all available data about a vehicle and/or driver. This will assist VIO target enforcement stops and safety checks on vehicles with outstanding tickets, warrants, expired tags, etc. to optimize safety through compliance checks and inspections. This technology will be used on the street and in the office environment. This technology is being used by other DC government agencies like DPW, MPD, and DDOT.

The above technology cost the District approximately \$154,997.89. We are in the procurement stage and not aware of any implementation issues at this time.

50. How many in-person training programs took place in FY18 and FY19, to date?

Answer:

FY18: two in-person training classes (Online One Stop and E-Learning Requirement)
FY19: None to date

51. What training deficiencies, if any, did the agency identify during FY18 and FY19, to date?

Answer: No training deficiencies have been identified.

52. How many on-line training programs are available through DFHV? What types of training are they able to provide?

Answer:

There are four online training modules available through DFHV.

- WAV E-Learning/Sensitivity training
- Strategies for Dealing with Conflict (part 1 and part 2),
- DFHV Money Making in a Digital Economy

53. During the last budget season, the Council passed a legislation that expanded DFHV's regulatory abilities to include collecting more data from private for-hire companies such as Uber, Lyft, and Via.

- a. Has the agency begun implementing this legislation?**
- b. If it has, please explain how the agency has utilized the data shared in the effective operation of the agency.**

Answer:

- a) DFHV has begun to implement this legislation. Specifically, DFHV has published a data format to be used by private for-hire companies to submit the data, as well as built the infrastructure to process the data files.
- b) DFHV has yet to receive the first data submission. The first submission due date for data submission is February 15, 2019. Data from July 1, 2018 to December 31, 2018.

Program Specific Questions

54. Please provide the following data as of September 30, 2016, September 30, 2017, September 30, 2018 and January 1, 2019:

- a. How many public vehicle-for-hire companies were subject to DFHV compliance audits in FY 2016, FY 2017, FY 2018 and FY 2019 to date? What were the circumstances of such audits?**

In FY16, Audits were completed on eighty-six (86) of eight-nine (89) taxicab companies, six (6) of seven (7) PSPs, and all fourteen (14) meter shops. The results of the audits revealed that there were some compliance issues and that the agency must continue to focus its resources on ensuring that companies fulfill their duties and responsibilities in service to the public.

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

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

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

Answer: As a result of compliance checks during operating authority renewals in FY19, a total 17 entities (3 taxicab companies, 8 taxicab associations and 6 limo companies) did not have their operating authorities renewed due to non-compliance.

55. Please provide the amount of revenue generated by the passenger surcharge, per month, in FY 2016, FY 2017, FY 2018 and FY 2019, to date.

Answer:

Department of For-Hire Vehicles (TC0)				
<u>FY2016 to FY2019 Passenger Surcharges Collected</u>				
Month	FY 2016	FY 2017	FY 2018	FY 2019
October		239,367.30	51,074.25	2,378.75
November	686,641.46	295,049.13	184,368.25	164,199.00
December		284,890.15	207,460.25	228,290.50
January	283,019.61	170,005.72	154,742.75	98,053.00
February	541,228.50	227,563.00	83,965.75	
March	396,071.35	335,770.75	248,186.25	
April	1,400.00	272,854.25	323,020.13	
May	310,274.75	344,530.00	185,438.25	
June	713,605.50	253,731.50	391,880.50	
July	263,439.75	226,186.00	234,535.75	
August	279,638.75	209,222.85	217,144.00	
September	266,982.25	261,351.50	364,628.50	
Total	3,742,301.92	3,120,522.15	2,646,444.63	492,921.25

56. Please provide the amount of revenue generated from any other DFHV activities, including licensing, in FY 2016, FY 2017, FY 2018 and FY 2019, to date.

Answer:

Department of For-Hire Vehicles (TC0)					
FY2016 to FY2019 Other Revenue Collected					
Revenue Code	Revenue Type	FY 2016	FY 2017	FY 2018	FY 2019
1001	HACK & LIMO LICENSE TEST		15,400.00	8,401.00	2,048.50
3006	HACKERS LICENSES	1,268,988.29	893,825.99	899,233.94	209,461.30
3007	DUPLICATE FACE ID CARD	6,850.00	6,200.00	3,750.00	1,675.00
3008	LATE FEES	74,400.00	54,175.00	44,350.00	10,750.00
3009	VEHICLE AGE WAIVER FEE \$50.00	15,800.00	150.00		
3010	BUSINESS LICENSES	90,625.00	87,025.00	89,149.50	71,649.50
3045	ONE STOP VEHICLE REGISTRATION	253,687.50	213,030.00	179,800.00	47,300.00
3046	LUXURY CLASS SEDAN	5,075.00	1,950.00	(1,775.00)	50.00
3080	TAXI METER BUSINESS LICENSE FEE	18,250.00			
3081	PSP APPLICATION FEE	700.00	5,000.00		
3082	DDS APPLICATION FEE	500.00	5,000.00	1,000.00	1,500.00
3083	DDS SERV REGISTRATION AMENDMNT (RENEWAL)		3,500.00		
3087	PRIVATE VEHICLE FOR HIRE-REGISTER AS COM	25,000.00			
3088	DTS APPLICATION FEE		15,000.00	15,000.00	
3089	IVB APPLICATION FEE		150.00	59,800.00	16,000.00
3095	TAXIMETER SEALS	1,691.50	1,200.00		
3106	SPECIAL EVENT PERMIT FEE	72,835.00	505,900.00	732,345.00	175,000.00
5013	DCTC VIOLATION		5,000.00		
6111	OTHER REVENUE - OTHER	50,600.00	0.00		
3047	OUT-OF-STATE VEHICLE REGISTRATION			95,670.50	
3043	PUBLIC VEHICLE FOR HIRE SURCHARG				4,750.00
Total		1,885,002.29	1,812,505.99	2,126,724.94	540,184.30

57. Please provide the amount of funds collected by DFHV (under the 1% gross receipts provision) from companies providing digital dispatch service to private vehicles-for-hire in FY 2018 and FY 2019, to date, broken down by quarter and company. How is the accuracy of this payment verified?

Answer:

Department of For-Hire Vehicles (TC0)			
FY2018 and FY2019 Revenue Collected from DDS Providers (1% of Gross Receipts)			
Quarter	Company Name	FY 2018	FY 2019
First Quarter	DRINNEN LLC	0.00	0.00
	LYFT INC.	0.00	0.00
	RAISER, LLC	0.00	0.00
	SPLIT TECH DC, LLC	0.00	0.00
	VIA (RIVER NORTH TRANSIT LLC)	0.00	0.00
	WHEELZ, LLC	0.00	0.00
First Quarter Total		0.00	0.00
Second Quarter	CURB	40.75	
	DRINNEN LLC	81,122.79	87,711.32
	LYFT INC.	406,441.17	466,069.54
	RAISER, LLC	893,838.20	964,114.79
	VIA (RIVER NORTH TRANSIT LLC)	5,597.14	13,882.41
Second Quarter Total		1,387,040.05	1,531,778.06
Third Quarter	DRINNEN LLC	82,433.10	
	LYFT INC.	415,873.56	
	RAISER, LLC	997,776.80	
	VIA (RIVER NORTH TRANSIT LLC)	8,887.27	
Third Quarter Total		1,504,970.73	0.00
Fourth Quarter	DRINNEN LLC	1,087,933.41	
	LYFT INC.	870,560.44	
	RAISER, LLC	1,479,918.00	
	VIA (RIVER NORTH TRANSIT LLC)	24,361.65	
Fourth Quarter Total		3,462,773.50	0.00
Grand Total		6,354,784.28	1,531,778.06

58. How many digital taxicab solution (DTS) providers currently service the District? What are the six largest DTS providers in the District and their market share percentage? Generally, describe the role they serve in assisting with the modernization of the taxicab industry. What difficulties, if any, has DFHV had in effectively transitioning to DTS, and what are its advantages?

Answer: There are currently five approved DTS providers:

- Pars Corporation (Trade Name - DC VIP Cab)
- UVC – United Venture Consortium

- Yellow Cab Co. of DC, Inc.
- Grand Cab LLC
- Better Cab (Trade Name - Capitol Cab)

The vehicle market share of the DTS providers is considered to be a trade secret and competitive information.

The main difficulty in transitioning to DTS has been in data quality in terms of ensuring that all trips have been reported accurately. DFHV has been working continuously with all meters and providers to get to the point where we are now confident that trips are all being captured.

59. During the last performance oversight hearing, the agency stated *Classic Cab, et al. v. District of Columbia, et al.*, Civil Action No. 17-2820 as one of the cases filed against the agency regarding DTS. The plaintiffs in the lawsuit sought to preclude the agency from implementing and enforcing the rules guarding DTS.

- a. What are some of the criticisms that have been raised against DTS?**
- b. How has the agency attempted to address and resolve the criticisms?**

Answer:

- a. The following are criticisms that have been raised against DTS:
 - Some members of the public have complained that they are not being provided with printed receipts (i.e., they are receiving handwritten receipts).
 - Some members of the public have complained that operators will have the “for-hire” dome light illuminated denoting they are available for hire, but in fact a passenger is already in the taxi.
 - Taxicab operators have submitted complaints regarding late or non-payment of income from DTS providers. Per DFHV’s regulations (31 DCMR 602.18), DTS providers must remit payments to operators within 24 hours or one business day unless other terms are prescribed in the DTS contract.
- b. DFHV attempted to address and resolve the criticism
 - DFHV’s regulations state that if a ride was booked by street hail or telephone dispatch, the passenger shall be provided with a printed receipt (see 31 DCMR 802.2). Additionally, DFHV Administrative Issuance Number AI-2018-06 states that all new and renewal applications for DTS submitted after June 1, 2018, must demonstrate that the DTS unit has the capability of printing receipts. Currently, the only DTS provider offering printed receipts is Yellow Cab. One issue

that operators have stated to DFHV is their provider does not offer a printer with the DTS. DFHV is working to ensure that DTS providers follow the applicable regulation and Administrative Issuance.

- DFHV's regulations state that each approved DTS provider shall be responsible for ensuring the interconnectivity and proper functioning of a DTS unit and the legacy dome light or cruising light (see 31 DCMR 605.3). Additionally, DFHV Administrative Issuance Number AI-2018-06 requires a fully automated solution for interconnectivity and operation of the digital meter and the dome light so that the DTS is able to transmit meter status (Hired or Not Hired) via Bluetooth to the dome light. DFHV is working to ensure that DTS providers follow the applicable regulation and Administrative Issuance.
- To combat the non-payment of income, DFHV partnered with Square so that operators can sign up for Square Direct Deposit. DTS providers are still able to collect their applicable fees and surcharges. Square simply deposits the remaining balance into the operator's checking account. DFHV's Complaints Department carefully tracks all operator complaints regarding late or non-payment of income from DTS providers and pursues all possible remedies available under the law, such as issuing compliance orders or revoking a company's operating authority if the company fails to timely resolve the issue.

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

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

61. How many taxicabs have been painted in the District's uniform taxicab color scheme, to date? How many additional vehicles are expected to be painted in the remainder of FY 2019? How many vehicles will remain to be painted at the end of FY 2019?

Answer: 5,404 (out of 5,747) taxicabs have been painted in uniform taxicab color scheme, as of January 28, 2019.

62. Please provide DFHV's efforts, to date, in increasing the availability of and options for wheelchair accessible vehicle-for-hire service in the District.

Answer:

- DFHV requires all participating Transport DC vendors to provide wheelchair accessible taxicab service for their customers.

- Transport DC customers enjoy the benefit of first priority use of WAVs.
- DFHV also requires providers to implement ride-sharing for Transport DC trips, with decreased cost to WAV users.
- In addition, DFHV has continued to provide a disability sensitivity course to the industry at no cost.
- Wheelchair accessible vehicles are eligible to receive new H-Tags.
- DFHV has ensured that all taxicab companies are in compliance with the 12% WAV fleet requirement.

63. How many District taxicabs are wheelchair accessible? How many additional vehicles does the Commission anticipate will be accessible by the end of FY 2019?

Answer: As of January 25th, there are 289 wheelchair accessible vehicles. DFHV anticipates a similar number of vehicles on the road at the end of FY19. This is due to DFHV maintaining the 12 percent WAV requirement for company fleets. The supply of WAV has been stable for over a year.

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

Answer: All Taxicab companies are required to maintain 12 percent of their fleet as WAVs. This number, coupled with the success of the Transport DC program, is more than adequate to address current and future needs over the next five years while allowing taxicab companies additional time to absorb the significant cost of adding more vehicles to their existing WAV fleet.

65. How many "Failure to haul" citations did DFHV issue in FY 2018 and FY 2019, to date? What has DFHV done to address failure to haul?

Answer:

FY18: 8

FY19, to date: 1

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

66. How many complaints did DFHV receive in FY 2018 and FY 2019, to date, related to non-installation of the modern taximeter system, operating with faulty, unapproved,

or non-working modern taximeter equipment, or a refusal to accept credit or debit cards through the modern taximeter system?

Answer:

- a. 0 for both fiscal years
- b. FY18 - 3; FY19 YTD - 1
- c. FY18 - 7; FY19 YTD - 1

67. How many notice of infractions did DFHV hack inspectors issue to taxicab operators in FY 2018 and FY 2019, to date (broken down by month) related to non-installation of the modern taximeter system, or operating with faulty, unapproved, or non-working modern taximeter equipment?

Answer:

Oct 2017	0
Nov 2017	1
Dec 2017	0
Jan 2018	1
Feb 2018	2
Mar 2018	2
Apr 2018	3
May 2018	1
Jun 2018	0
Jul 2018	0
Aug 2018	20
Sep 2018	1
Oct 2018	0
Nov 2018	1
Dec 2018	0

68. How many Notice of Infractions were referred to the Office of Administrative Hearings?

Answer:

FY18: Refusal to haul - 3; Conduct - 24; Assault - 1 - Total - 28

FY19: Refusal to haul - 2; Conduct - 10; Assault - 0; Total - 12

69. How many consumer complaints did DFHV receive in FY 2018 and FY 2019, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft? What impediments, if any, does DFHV have in resolving complaints related to private vehicle-for-hire service? What difficulties, if any, does DFHV have in cooperating with a digital dispatch service to resolve consumer complaints?

Answer: DFHV received the following consumer complaints in FY18 and FY19 YTD.

FY18: Uber - 150; Lyft - 140; Via - 2; Total - 292

FY19: Uber - 39; Lyft - 54; Via - 4; Total - 99

DDS providers were cooperative in resolving complaints in a timely manner.

However, DFHV is unable to address drivers' conduct directly due to lack of authority.

70. How does DFHV involve private for-hire vehicle companies in the case of a consumer complaint against a driver/operator for a private for-hire company?

Answer: DFHV notifies the company of the complaint and sends all pertinent documentation, including the original complaint. The company then conducts an investigation. DFHV receives a resolution from the company and informs the complainant of the outcome.

- a. Does DFHV share the complainant's personal information with the private for-hire company? If it does, how much personal information is shared?
- b. Are there privacy concerns likely to arise when DFHV shares a complainant's personal information with private for-hire companies?
- c. Is there an alternative solution to resolve a complaint of this nature without sharing the complainant's personal information with the companies?

Answer:

- a. Yes. DFHV shares the complainant's name, telephone number, and email address. This information is important because the companies will often have a customer service representative to contact the complainant for additional information.

- b. The concern is whether the complainant's contact information is shared with the driver. However, DFHV and the private companies do not share any information on the complainant with the operator. The operator will only receive the contents of the complaint and applicable dates, time, and location of the incident. At the time the complaint is made, DFHV informs the complainant their contact information will be shared with the company in the event a follow-up is necessary.
- c. Complainants can submit anonymous complaints. However, if sufficient information is not provided to complete an investigation, the complaint may not be resolved due to the company's inability to follow-up with the complainant to clarify details. If sufficient details are provided, the complaint will be resolved by the company. However, DFHV will be unable to notify the complainant of the outcome.

71. Describe the various DFHV alternative paratransit programs, including: budget and expenditures for FY 2018 and FY2019 for each program; whether the program is fully functioning or a pilot program; number of participants in FY 2018 and FY 2019 to date; costs to users of the program; costs or savings to the District.

Answer: Transport DC is a taxicab program established by the Department of For-Hire Vehicles that partnered with the DC Department of Transportation and the Washington Metropolitan Area Transit Authority to provide a cost effective alternative to WMATA's MetroAccess paratransit services.

FY19 YTD total expenditures: \$1,199,358 (or 52,146 trips) and the total budget is \$5,924,443.99.

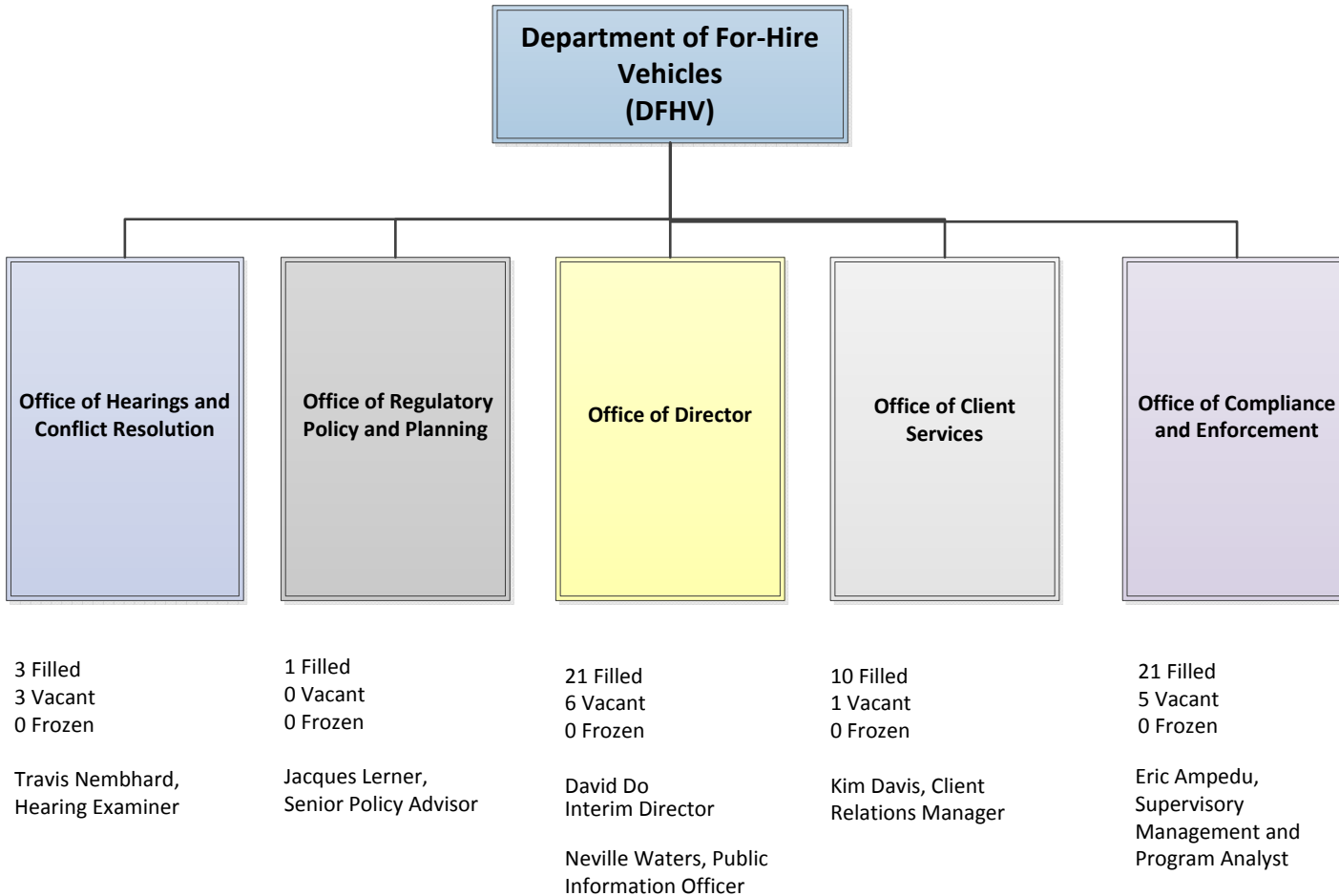
FY18: Total Budget: \$4,818,397; Total Expenditures: \$4,463,888; equating to 194,082 trips for FY18.

MetroAccess charges: \$55.83 per ride vs. DFHV's TDC's \$28 per trip which is a savings of \$27.83 per trip (or 49.8%). To date for FY19, TDC has saved the District of Columbia \$1,451,223.18; for FY18 the savings is: \$5,401,302.

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

Answer: The Neighborhood Ride Service ended in FY18. Based on the experience of the NRS, in FY19 DFHV made a grant to initiate microtransit service. Microtransit will reinvent the fixed route taxi service by incorporating on-demand, flexible route shuttle service in a designated operating zone. Microtransit will begin in early spring of 2019 and the first operating zone bordered by Georgia Avenue to west, Missouri Avenue/Riggs Road to the north, Eastern Avenue to the east, and Rhode Island Avenue to the south.

Attachment #1 - Organizational Chart
Department of For-Hire Vehicles (DFHV)
Functional Organizational Chart - As of January 28, 2019



Department of For-Hire Vehicles (TC0)

Schedule A - As of January 23, 2019

Program	Program Title	Activity	Posn Nbr	Title	Name	Hire Date	Length of Time (Years)	Vac Stat	Reg/Temp/Term	Sal Plan	Grade	Step	FTEs	Annual Salary	Annual Benefits
1000	AGENCY MANAGEMENT	1010	00082577	Supervisory Human Resources Sp	Ricks,Tanya	6/9/2014	4.63	F	Reg	DS0087	13	0	1	122,875.00	27,278.25
			00085682	Human Resources Specialist	Vacant	Vacant		V	Reg	DS0087	11	0	1	59,727.00	13,259.39
		1010 Total											2	182,602.00	40,537.64
		1030	00085280	Facility Operations Specialist	Richardson,John A	12/15/2014	4.11	F	Reg	DS0087	11	5	1	67,407.00	14,964.35
		1030 Total											1	67,407.00	14,964.35
		1040	00084826	Supervisory IT Specialist	Patricio,Andrew A.	4/17/2018	0.77	F	Reg	DS0086	14	0	1	146,582.16	32,541.24
			00085251	IT Specialist (Network Service	Vacant	Vacant		V	Reg	DS0087	7	0	1	41,039.00	9,110.66
			00085295	Chief Information Officer	Agosto Jr.,Pedro	12/3/2018	0.14	F	Reg	DS0086	15	0	1	157,000.00	34,854.00
			00086034	IT Spec(Applications Software)	Fu,Peihong	9/4/2018	0.39	F	Reg	DS0087	12	7	1	87,664.00	19,461.41
			00093448	Program Analyst	Vacant	Vacant		V	Reg	DS0087	12	0	1	73,906.00	16,407.13
		1040 Total											5	506,191.16	112,374.44
		1060	00041848	General Counsel	Vacant	Vacant		V	Reg	LX0001	2	0	1	159,038.00	35,306.44
			00082578	Special Assistant	Peters,Dory T	12/15/2003	15.12	F	Reg	DS0087	13	0	1	104,252.00	23,143.94
			00083656	Supervisory Attorney Advisor	Vacant	Vacant		V	Reg	LX0001	1	0	1	144,123.00	31,995.31
			00085763	ATTORNEY ADVISOR	Gurkin,Danielle M	9/4/2018	0.39	F	Reg	LA0001	12	4	1	92,239.00	20,477.06
		1060 Total											4	499,652.00	110,922.74
		1090	00002376	Interim Director	Do,David D	1/15/2015	4.02	F	Reg	DX0000	E4	0	1	158,379.00	35,160.14
			00076702	Chief of Staff	Vacant	Vacant		V	Reg	DS0086	15	0	1	139,462.00	30,960.56
			00084834	Supervisory Contract Administr	Fuller,Khadija K.	11/4/2013	5.22	F	Reg	DS0086	13	0	1	114,240.00	25,361.28
			00084843	EXECUTIVE ASST	Vacant	Vacant		V	Reg	DS0087	12	0	1	73,906.00	16,407.13
			00085316	Procurement Analyst	Hevor,Renee	7/17/2000	18.53	F	Reg	DS0077	11	5	1	72,907.00	16,185.35
			00086261	Special Assistant	Watkins,Christopher	10/10/2017	1.29	F	Reg	DS0087	13	6	1	98,794.00	21,932.27
			00086289	Program Manager	Tietjen,Michael C.	9/6/2005	13.39	F	Reg	DS0086	13	0	1	120,677.48	26,790.40
			00093444	Compliance Specialist	Awojoodu,Babatunde Oluremi	2/26/2018	0.91	F	Reg	DS0087	13	10	1	109,710.00	24,355.62
			00093446	Program Analyst	Vacant	Vacant		V	Reg	DS0087	12	0	1	73,906.00	16,407.13
			00093449	Program Analyst	Haile,Martha N	10/30/2017	1.23	F	Reg	DS0087	11	2	1	61,647.00	13,685.63
		1090 Total											10	1,023,628.48	227,245.52
1000 Total													22	2,279,480.64	506,044.70
2000	OPERATIONS	2010	00031839	Paralegal Specialist	Gebregiyorgis,Amanuel E	11/26/2018	0.16	F	Reg	DS0087	12	4	1	80,785.00	17,934.27
			00084851	Program Analyst	TILLMAN,SHERRY A	1/23/2006	13.01	F	Reg	DS0087	11	8	1	73,167.00	16,243.07
			00084857	Complaints Manager	Latham,Rasheena D	1/22/2018	1.00	F	Reg	DS0086	13	0	1	91,045.20	20,212.03
			00085798	Program Analyst	Vacant	Vacant		V	Reg	DS0087	11	0	1	59,727.00	13,259.39
		2010 Total											4	304,724.20	67,648.77
		2040	00008841	Account Manager	Brown,James Arthur	1/2/2015	4.06	F	Reg	DS0087	12	5	1	83,078.00	18,443.32
			00084825	Account Manager	MUHAMMAD,KARL A	7/28/2014	4.49	F	Reg	DS0087	13	10	1	109,710.00	24,355.62
			00084852	Account Manager	Lindsay,Charles L	2/25/2013	5.91	F	Reg	DS0087	14	10	1	129,646.00	28,781.41
		2040 Total											3	322,434.00	71,580.35
		2050	00085689	Chief Information Officer	Vacant	Vacant		V	Reg	DS0086	15	0	1	139,462.00	30,960.56
			00086035	HEARING EXAMINER	Nembhard,Travis	10/17/2016	2.27	F	Reg	DS0087	13	3	1	90,607.00	20,114.75
		2050 Total											2	230,069.00	51,075.32
		2080	00001132	Administrative Officer	Kasunic,Gerald M	10/20/2014	4.26	F	Reg	DS0086	14	0	1	114,515.40	25,422.42
			00070923	Grants Management Specialist	Vacant	Vacant		V	Reg	DS0087	13	0	1	85,149.00	18,903.08
		2080 Total											2	199,664.40	44,325.50
		2060	00086163	Senior Policy Advisor	Lerner,Jacques P.	12/10/2007	11.13	F	Reg	DS0086	15	0	1	162,705.37	36,120.59
			00093447	Transportation planner	Olafusi,Abidemi O	11/13/2018	0.19	F	Reg	DS0087	12	4	1	80,785.00	17,934.27
		2060 Total											2	243,490.37	54,054.86
2000 Total													13	1,300,381.97	288,684.80
4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	00014528	Lead Vehicle Inspection Office	Conrad Sr.,James M	6/1/1999	19.66	F	Reg	DS0078	11	5	1	72,907.00	16,185.35
			00014703	Supv Mgmt and Program Analyst	Ampedu,Eric Osei	1/22/2006	13.01	F	Reg	DS0086	14	0	1	126,072.00	27,987.98
			00020238	Vehicle Inspection Officer	Shepperd,Olga D	7/25/2016	2.50	F	Reg	DS0078	7	3	1	47,473.00	10,539.01
			00022000	Vehicle Inspection Officer	Hudgins,Marques D	3/26/2012	6.83	F	Reg	DS0078	7	6	1	52,099.00	11,565.98
			00026266	Vehicle Inspection Officer	Lea Jr.,Thomas L	3/17/2008	10.86	F	Reg	DS0078	9	5	1	60,472.00	13,424.78
			00031838	Chief of Operations	Vacant	Vacant		V	Reg	DS0086	15	0	1	139,462.00	30,960.56
			00070215	Lead Vehicle Inspection Office	Evans,Timothy C	9/8/2003	15.39	F	Reg	DS0078	11	7	1	77,059.00	17,107.10
			00070216	STAFF ASSISTANT	Tran,Chau Minh	11/27/2017	1.16	F	Term	DS0087	9	1	1	49,570.00	11,004.54
			00070924	Vehicle Inspection Officer	Wren-Perkins,Nettina C	3/27/2000	18.84	F	Reg	DS0078	7	10	1	58,267.00	12,935.27

Attachment Q2 - Schedule A

Program	Program Title	Activity	Posn Nbr	Title	Name	Hire Date	Length of Time (Years)	Vac Stat	Reg/Temp/Term	Sal Plan	Grade	Step	FTEs	Annual Salary	Annual Benefits
			00070925	Vehicle Inspection Officer	Mann,David	12/28/2015	3.07	F	Reg	DS0078	7	6	1	52,099.00	11,565.98
			00075186	Vehicle Inspection Officer	Vacant	Vacant		V	Reg	DS0078	7	0	1	44,389.00	9,854.36
			00084827	Assistant Supervisory Vehicle	Fludd,Anthony	7/25/2016	2.50	F	Reg	DS0086	12	0	1	79,169.34	17,575.59
			00085275	Vehicle Inspection Officer	Glover,Brian H	9/23/2013	5.34	F	Reg	DS0078	7	10	1	58,267.00	12,935.27
			00085277	Vehicle Inspection Officer	Bears,Kalvin G	11/23/2009	9.17	F	Reg	DS0078	9	5	1	60,472.00	13,424.78
			00085279	Lead Vehicle Inspection Office	Lane,James A	6/19/1991	27.62	F	Reg	DS0078	11	4	1	70,831.00	15,724.48
			00085282	Vehicle Inspection Officer	Benson,Andraea D	4/13/2009	9.79	F	Reg	DS0078	9	7	1	63,898.00	14,185.36
			00085292	Vehicle Inspection Officer	Gibson,Ron Treece M	2/24/2014	4.92	F	Reg	DS0078	7	8	1	55,183.00	12,250.63
			00085293	Vehicle Inspection Officer	Vacant	Vacant		V	Reg	DS0078	7	0	1	44,389.00	9,854.36
			00085294	Program Analyst	Vacant	Vacant		V	Reg	DS0087	12	0	1	73,906.00	16,407.13
			00085297	PUBLIC VEHICLE ENFORCE INSPEC	Gibson,Cherell D	5/29/2018	0.65	F	Reg	DS0078	7	10	1	58,267.00	12,935.27
			00085298	Vehicle Inspection Officer	Morgan,William	5/18/2015	3.69	F	Reg	DS0078	7	5	1	50,557.00	11,223.65
			00085452	Assistant Supervisory Vehicle	Bowden,Mia	12/11/1996	22.13	F	Reg	DS0086	12	0	1	79,933.33	17,745.20
			00085453	Assistant Supervisory Vehicle	Regester,Lamont	10/20/2014	4.26	F	Reg	DS0086	12	0	1	87,376.50	19,397.58
			00085454	Assistant Supervisory Vehicle	Martin,Carl E	8/16/1999	19.45	F	Reg	DS0086	12	0	1	79,933.33	17,745.20
			00085497	Vehicle Inspection Officer	Spencer,Kisha L	1/14/2012	7.03	F	Reg	DS0078	9	8	1	65,611.00	14,565.64
			00093445	Program Analyst	Vacant	Vacant		V	Reg	DS0087	12	0	1	73,906.00	16,407.13
		4010 Total											26	1,781,568.50	395,508.21
4000 Total													26	1,781,568.50	395,508.21
7000	MARKETING AND OUTREACH	7010	00075712	Public Affairs Specialist	Waters III,Neville R	8/6/2012	6.47	F	Reg	DS0087	14	9	1	126,423.00	28,065.91
		7010 Total											1	126,423.00	28,065.91
7000 Total													1	126,423.00	28,065.91
8000	CLIENT SERVICES	8010	00023061	PGM SUPPORT SPEC	Goodwin,Wanda T	6/29/1987	31.59	F	Reg	DS0078	9	9	1	67,324.00	14,945.93
			00051375	Client Relations Manager	Davis,Kim S	10/25/2010	8.25	F	Reg	DS0086	13	0	1	127,461.94	28,296.55
			00075210	Customer Service Specialist	Edwards,Clarissa	1/30/2012	6.99	F	Reg	DS0087	9	10	1	63,835.00	14,171.37
			00083625	Program Analyst	Smallwood,Stefanie	8/7/2017	1.46	F	Reg	DS0087	9	2	1	51,155.00	11,356.41
			00084850	Program Analyst	Roberts,Linda A	8/20/1979	39.45	F	Reg	DS0087	12	7	1	87,664.00	19,461.41
			00084853	PGM SUPPORT SPEC	Smith,Roxanne	11/17/2014	4.19	F	Reg	DS0078	9	6	1	62,185.00	13,805.07
			00093450	Supervisory Customer Service R	Vacant	Vacant		V	Reg	DS0086	12	0	1	95,003.00	21,090.67
		8010 Total											7	554,627.94	123,127.40
		8020	00084854	Account Manager	Lee,Chun-Ping	10/21/2013	5.26	F	Reg	DS0087	14	5	1	113,531.00	25,203.88
		8020 Total											1	113,531.00	25,203.88
8000 Total													8	668,158.94	148,331.28
100F	AGENCY FINANCIAL OPERATIONS	110F	00075235	FINANCIAL MANAGER	Belay,Dereje	11/5/2012	6.22	F	Reg	DS0007	14	3	1	115,820.00	25,712.04
		110F Total											1	115,820.00	25,712.04
100F Total													1	115,820.00	25,712.04
Grand Total													71	6,271,833.05	1,392,346.94

Department of For-Hire Vehicles (TC0)
Special Purpose Revenue Funds
FY2018 and FY2019 Revenue and Expenditures

Fund Code	Fund Title	Source of Funding	Description	FY2018 Revenue	FY2018 Actual Expenditure	FY2019 Revenue 01/23/2019	FY2019 Actual Expenditure 01/23/2019	Fund Balance (As of 09/30/2018)
2100	Justice Department Fingerprints	Taxicab Drivers	This fee is collected from taxicab drivers for fingerprinting/background check services. The fees are then transferred to DCHR via the Intra-District process to conduct the fingerprinting services	4,163	0	1,143	0	Lapsing Fund
2400	Public Vehicles For-Hire Consumer Service Fund	Taxicab Drivers, Taxicab Companies, Passengers, Digital Dispatch Service providers	This fund replaced Fund 2200 to include Digital Dispatch Service (DDS) providers. It is used to deposit revenue collected from surcharges, 1% gross receipts from DDS providers, licensing fees and other charges. This fund supports the day-to-day operations for the Agency.	11,127,954	8,626,090	2,564,884	2,216,131	4,944,231
				11,132,116	8,626,090	2,566,027	2,216,131	4,944,231

Department of For-Hire Vehicles
FY 2018 Purchase Card Expenditure

Tran Date	Employee	Purpose	Amount
10/09/2017	GERARD BENJAMIN	Storage space for Client Services records. Migrating records to One Drive by November 2017	10.56
10/13/2017	JUANDA MIXON	Purchase of "Fair Fare" from Google Surveys. Enables DFHV to conduct electronic surveys.	317.25
10/17/2017	JUANDA MIXON	Additional fee to change return flight for Director to one day earlier due to meetings	173.00
10/17/2017	JUANDA MIXON	Adobe software for 16 licenses. Adobe Creative Suite for Marketing Dept. Period is 9-17-17 to 10-16-17.	309.83
10/17/2017	JUANDA MIXON	One year subscription to surveying software.	342.65
10/17/2017	JUANDA MIXON	Flight to NACTO (National Association of City Transportation Officials) in Chicago, IL, for Neville Waters.	411.96
10/17/2017	JUANDA MIXON	Waters' registration for NACTO (National Association of City Transportation Officials) conference in Chicago, IL.	695.00
10/21/2017	JUANDA MIXON	Returned DTS (Digital Taxi Solution) pilot equipment to vendor.	15.87
10/23/2017	JUANDA MIXON	Upgrade of DFHV Dropbox.	99.00
10/23/2017	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers.	195.00
10/28/2017	JUANDA MIXON	Monthly cable service. Due 10-27-17.	215.63
10/30/2017	JUANDA MIXON	Refund for upgrade of DFHV Dropbox.	(99.00)
11/01/2017	GERARD BENJAMIN	Purchased headset for Call center. Launch date was November 3. Please see page 4 of attachment. had to go to multiple 'Staples' stores to purchase adequate mixture of mono and stereo headsets.	31.99
11/01/2017	GERARD BENJAMIN	Purchased 6 Headsets for launch of new call center.	175.11
11/06/2017	GERARD BENJAMIN	returned some mono headsets to exchange for stereo headsets. please see page 3 of attachments	(85.74)
11/06/2017	GERARD BENJAMIN	Purchased 6 Headsets for launch of new call center. The sales rep at Staples added a protection plan for which I requested a refund. \$9.99 -\$5.00=\$4.99	(4.99)
11/07/2017	GERARD BENJAMIN	Purchased 3 headsets for Call center.	89.97
11/19/2017	JUANDA MIXON	Adobe software for 16 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 11-17-17 to 12-16-17.	309.83
11/21/2017	GERARD BENJAMIN	Add funds to Call hub to notify NDL drivers of the new driver application	1,000.00
11/23/2017	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers.	195.00
11/28/2017	JUANDA MIXON	Virtual Town Hall meeting. Q&A with Director. An opportunity to hear from each other and share insights, ideas and industry concerns.	889.93
11/29/2017	JUANDA MIXON	Rental property tax for Pitney Bowes postage machine. See DCMR 701.9 (attached)	8.25
11/29/2017	JUANDA MIXON	Monthly cable service for 11-22-17 to 12-21-17.	179.57

Attachment Q9 - Purchase Card Spending

Tran Date	Employee	Purpose	Amount
11/29/2017	JUANDA MIXON	Purchase and installation of the following for the DFHV Hearing Room: Equipment rack, rack light, extension cord and cables. Company is Media Integration Technologies LLC.	1,458.00
12/01/2017	GERARD BENJAMIN	Hosing services renewed automatically. This service has been cancelled and the charge reversed.	95.88
12/08/2017	JUANDA MIXON	Replacement keys for office furniture.	27.80
12/13/2017	GERARD BENJAMIN	Go Daddy hosting service cancelled. please see attached.	(95.88)
12/13/2017	GERARD BENJAMIN	Purchased dcdhfv.com to be used a single consolidated webpage of DFHV resources.	43.32
12/13/2017	JUANDA MIXON	International Association of Transportation Regulators (IATR) 2018 Corporate Membership.	525.00
12/17/2017	JUANDA MIXON	Adobe software for 16 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 12-17-17 to 1-16-18.	309.83
12/19/2017	JUANDA MIXON	Monthly cable service. Due 12-27-17. Period is 12/22/17-1/21-18.	179.57
12/19/2017	JUANDA MIXON	Training fee for Michael Tietjen. Course is designed for him to build data skills to enhance DFHV's performance team.	200.00
12/21/2017	JUANDA MIXON	International Association of Transportation Regulators 2018 Early-Bird conference register for Ernest Chrappah.	592.50
12/21/2017	JUANDA MIXON	International Association of Transportation Regulators 2018 Early-Bird conference register for Monique Bocock.	592.50
12/21/2017	JUANDA MIXON	International Association of Transportation Regulators 2018 Early-Bird conference register for Neville Waters.	592.50
12/21/2017	JUANDA MIXON	International Association of Transportation Regulators 2018 Early-Bird conference register for Jacques Lerner.	592.50
12/21/2017	JUANDA MIXON	License and ID paper (face card paper).	1,230.00
12/23/2017	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers.	195.00
12/27/2017	JUANDA MIXON	Installation of electrical service to four cubicles on the 3rd floor. Used the building's owner: Curtis Property Management Corporation.	450.00
01/09/2018	JUANDA MIXON	One year of service. Software repository tool used to store files and code. Enables DFHV access to the software and files owned by DFHV.	84.00
01/18/2018	JUANDA MIXON	Adobe software for 16 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 1-17-18 to 2-16-18.	309.83
01/19/2018	JUANDA MIXON	Courier service to deliver time sensitive documents to an employee.	49.48
01/23/2018	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers.	195.00
02/03/2018	JUANDA MIXON	Yearly charge for DFHV website video channel.	199.00
02/06/2018	JUANDA MIXON	Director Chrappah's airline ticket to ITExpo in Fort Lauderdale, FL.	386.96
02/16/2018	JUANDA MIXON	Early bird discounted registration for Compliance Officer to attend Vision Zero conference.	50.00

Attachment Q9 - Purchase Card Spending

Tran Date	Employee	Purpose	Amount
02/18/2018	JUANDA MIXON	Adobe software for 16 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 2-17-18 to 3-16-18.	309.83
02/22/2018	JUANDA MIXON	Monthly cable service. Due 2-27-18. Period is 2/22/18-3/21-18.	183.24
02/23/2018	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers.	195.00
03/07/2018	JUANDA MIXON	Software application to distribute agency podcast.	135.00
03/09/2018	JUANDA MIXON	Microphone to produce live podcast.	99.99
03/09/2018	JUANDA MIXON	Registration for DFHV to have a booth at the Catholic University of America job fair	175.00
03/12/2018	GERARD BENJAMIN	8 Protective cases for Cruiser Ipads.	539.44
03/14/2018	GERARD BENJAMIN	This is going to be refunded within the next 10 business days	1.99
03/14/2018	GERARD BENJAMIN	This is going to be refunded within the next 10 business days	19.99
03/16/2018	GERARD BENJAMIN	This is going to be refunded within the next 10 business days	1.99
03/16/2018	JUANDA MIXON	Monthly cable service. Due 2-27-18. Period is 2/22/18-3/21-18.	189.19
03/19/2018	GERARD BENJAMIN	Enhancement to Customer Flow management system to allow for sending out surveys to customers once services has been provided.	875.00
03/19/2018	JUANDA MIXON	Adobe software for 16 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 3-17-18 to 4-16-18.	309.83
03/23/2018	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers.	195.00
03/28/2018	JUANDA MIXON	Monthly cable service. Due 3-27-18. Period is 3/22/18-4/21-18.	189.19
04/6/2018	GERARD BENJAMIN	Refund-	(1.99)
04/6/2018	GERARD BENJAMIN	Refund-	(19.99)
04/6/2018	GERARD BENJAMIN	Refund-	(1.99)
04/09/2018	JUANDA MIXON	USPS-Priority Mail Package	6.70
04/18/2018	JUANDA MIXON	USPS-Priority Express Package	24.70
04/28/2018	JUANDA MIXON	Comcast-Bill due 4-27-18 for 4/22/18-5/21/18.	183.24
05/01/2018	JUANDA MIXON	Printing of three items. Both sets of flyers (\$46 each) were greatly under the estimate (\$ 150 each). Flyers on card stock (\$ 437.50) greatly exceeded estimate (\$ 175.00).	529.50
05/02/2018	JUANDA MIXON	WMATA- Reloaded SmarTrip Card	25.00
05/04/2018	JUANDA MIXON	Replacement of display panel. Has revised text to reflect new DFHVservice. Now Digital Platform Provider, not Payment Service Providers.	452.62
05/04/2018	JUANDA MIXON	Metropolitan Office Supplies-Disassembly and Moving of furniture between offices	950.00
05/07/2018	JUANDA MIXON	FedEx Kinko's-Flyers: Efforts to Help -REPRINT	46.00
05/08/2018	JUANDA MIXON	Airline ticket for Director Chrappah to travel to June Smart City Event in Atlanta, GA. Please note: event was cancelled. Obtained a full refund of the ticket.	226.39
05/09/2018	JUANDA MIXON	Dell laptop battery.	87.59
05/10/2018	JUANDA MIXON	Monthly e-newsletter sent to stakeholders, DFHV staff and subscribers. This invoice is for 6 months.	1,215.00
05/10/2018	JUANDA MIXON	Refund of airline ticket for Director Chrappah. Smart City Event was cancelled by organizer. Able to get 100% refund.	(226.39)

Attachment Q9 - Purchase Card Spending

Tran Date	Employee	Purpose	Amount
05/16/2018	JUANDA MIXON	Adobe software for 16 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 4-17-18 to 5-16-18.	309.83
05/16/2018	JUANDA MIXON	Skyline Metro DC-Shipping costs for Panel Front	38.00
05/18/2018	JUANDA MIXON	Adobe software for 17 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 5-17-18 to 6-16-18.	324.82
05/23/2018	JUANDA MIXON	Monthly cable service. Due 5-27-18. Period is 5/22/18-6/21/18.	183.24
05/31/2018	JUANDA MIXON	Quarterly renewal for vehicle management software.	108.00
06/19/2018	JUANDA MIXON	Adobe software for 17 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 6-17-18 to 7-16-18.	324.82
06/21/2018	JUANDA MIXON	Virtual Queueing/Analytics/Software Support and Monitoring for system used in Client Services. Invoice 6231 for June 2018.	367.50
06/22/2018	JUANDA MIXON	Six USB power adapters and eight USB cables to recharge Apple phones. Tax was charged. Have sent tax exempt paperwork for a refund.	210.82
06/25/2018	JUANDA MIXON	Virtual Queueing/Analytics/Software Support and Monitoring for system used in Client Services. Invoice 6231 for April and May 2018.	735.00
06/26/2018	JUANDA MIXON	Monthly cable service. Due 6-27-18. Period is 6/22/18-7/21-18.	183.24
06/29/2018	JUANDA MIXON	Loaded \$25 onto SmarTrip card (disco ball). Approved amount is \$250 to be used between the two SmarTrip cards.	25.00
07/10/2018	JUANDA MIXON	Tablet security holders and locks (three) for tablets used by clients in Client Services area. Needed quick delivery for Client Services to operate at full capacity.	201.50
07/10/2018	JUANDA MIXON	Vehicle management software.	100.00
07/11/2018	JUANDA MIXON	Headphones (eight) for tablets/computers used by clients in Client Services area. Needed quick delivery for Client Services to operate at full capacity.	41.60
07/12/2018	JUANDA MIXON	DFHV signage and frosting applied to Hearing Room double glass doors. Includes an approved 3% credit card fee (\$32.40). Required to use the building's management company.	1,112.40
07/12/2018	JUANDA MIXON	Duplicate key for 2nd floor cubicle area. Includes an approved 3% credit card fee (\$1.50). Required to use the building's management company.	51.50
07/18/2018	JUANDA MIXON	Adobe software for 17 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 7-17-18 to 8-16-18.	324.82
07/26/2018	CHRISTOPHER WATKINS	Champion Awards - Custom Lapel Pins	850.00
07/27/2018	CHRISTOPHER WATKINS	Comercial Safety Service -ViO vehicle maintenance	190.00
08/01/2018	CHRISTOPHER WATKINS	Advertising	5,000.00
08/01/2018	JUANDA MIXON	Time sensitive documents sent to an employee. Needed guaranteed overnight delivery.	28.80
08/02/2018	CHRISTOPHER WATKINS	Columbia Lighthouse For the Blind-DTS Accessibilty Assesment	2,500.00
08/04/2018	JUANDA MIXON	Evernote Premium software package to capture notes and sync across all devices. Purchased for Director Chrappah. The \$4.02 price discrepancy is for sales tax. It will be refunded. See separate attachment.	74.01

Attachment Q9 - Purchase Card Spending

Tran Date	Employee	Purpose	Amount
08/08/2018	JUANDA MIXON	Monthly cable service. Due 7-27-18. Period is 7/22/18-8/21-18.	183.24
08/10/2018	JUANDA MIXON	Vehicle management software.	32.00
08/13/2018	JUANDA MIXON	SMS Text Message Plan. Sent Dome Light Message to Taxicab Drivers.	100.00
08/14/2018	JUANDA MIXON	DFHV received a waiver to purchase this computer via PCard and DFHV has reached out to the DCSS vendor, but the vendors have not responded timely. We are using Dell for purchasing via another existing contract vehicle.	2,254.33
08/14/2018	JUANDA MIXON	DFHV signage removal, replacement and lettering for 15 offices Required to use the building's management company.	3,077.64
08/15/2018	JUANDA MIXON	Loaded \$25 onto SmarTrip card (platform shoe). Approved amount is \$250 to be used between the two SmarTrip cards.	25.00
08/17/2018	JUANDA MIXON	Refund of sales tax paid for Evernote Premium software package (to capture notes and sync across all devices).	(4.02)
08/18/2018	JUANDA MIXON	Adobe software for 17 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 8-17-18 to 9-16-18.	324.82
08/20/2018	CHRISTOPHER WATKINS	Zendrive Inc-Annual Subscription	400.00
08/22/2018	CHRISTOPHER WATKINS	ANT Towing-VIO car towing	100.00
08/22/2018	JUANDA MIXON	Monthly cable service. Due 8-27-18. Period is 8/22/18-9/21-18.	189.19
08/27/2018	JUANDA MIXON	Conference Registration for IATR (International Association of Transportation Regulators). Sept 14-17.	790.00
08/30/2018	JUANDA MIXON	Registration for Shirley Kwan-Hui. International Association of Transportation Regulators 2018 Conference Registration. Annual Industry Conference.	790.00
08/30/2018	JUANDA MIXON	International Association of Transportation Regulators 2018 conference train travel for Director Chrappah.	246.00
09/05/2018	JUANDA MIXON	Apple App Store Developer account renewal. Need to have active account for limo app.	104.69
09/06/2018	JUANDA MIXON	Scanner software for TAAS. This is the trial license to test the connection with TAAS database in Quickbase. Three months is estimated first for the testing.	44.97
09/07/2018	JUANDA MIXON	Train travel for Monique Bocock to attend the IATR (International Association of Regulators) in Philadelphia, PA.	201.00
09/07/2018	JUANDA MIXON	Train travel for Shirley Kwan-Hui, Neville Waters and Eric Ampedu to attend the IATR (International Association of Regulators) in Philadelphia, PA. Each ticket was \$237 for a total of \$711.	711.00
09/09/2018	JUANDA MIXON	Sales Tax Refund of \$5.69. (Original purchase: Apple App Store Developer account renewal. Need to have active account for limo app.)	(5.69)
09/12/2018	JUANDA MIXON	Refund of Sales Tax. Notes below refer to original purchase.	(122.58)
09/13/2018	JUANDA MIXON	SQL Intermediate Bootcamp data skills training for employee Michael Tietjen. Directly impacts his performance team assignments.	250.00
09/13/2018	JUANDA MIXON	End User (for-hire vehicle operators and company owners) software to create tickets for IT assistance.	1,140.00

Attachment Q9 - Purchase Card Spending

Tran Date	Employee	Purpose	Amount
09/18/2018	JUANDA MIXON	Adobe software for 18 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 9-17-18 to 10-16-18.	349.81
09/19/2018	JUANDA MIXON	Software Support for Office of Hearing Examiner.	1,079.52
09/19/2018	JUANDA MIXON	Service provider to live stream meetings and hearings. Note: Second receipt is easier to read.	2,388.00
09/21/2018	JUANDA MIXON	Iconlogic processed payment through PayPal. Work was critical to allowing drivers to register on the driver training site.	749.00
09/24/2018	JUANDA MIXON	Printing of 5,000 #10 envelopes window and 2,500 #10 envelopes.	825.00
09/25/2018	JUANDA MIXON	Monthly cable service. Due 9-27-18. Period is 9/22/18-10/21-18.	183.24
09/27/2018	JUANDA MIXON	Pilot program for Taas (Transportation as a Service) conducted by UVC (United Ventures Consortium, Inc.).	47.74
09/27/2018	JUANDA MIXON	Access to KnowledgeBase, phone and email support. Part of the Virtual Queueing/Analytics/Software Support and Monitoring.	1,102.50
09/27/2018	JUANDA MIXON	Duplicate keys for the Hearing Examiner's suite on the 2nd floor. Made by the building owners.	154.50
09/27/2018	JUANDA MIXON	Management analytics and administrator efficiency.	375.00
Total			\$ 52,025.32

Department of For-Hire Vehicles (TC0)
List of MOU

1) FY 2018 Intra-District Transfers from Other Agencies

[illegible]

2) FY 2018 Intra-District Transfers to Other Agencies

[illegible]

3) FY 2019 Intra-District Transfers from Other Agencies

[illegible]

4) FY 2019 Intra-District Transfers to Other Agencies

[illegible]

From: [Stearns, Joshua \(ODCA\)](#)
To: [Awojoodu, Remi \(DFHV\)](#)
Cc: [Do, David \(DFHV\)](#); [Peters, Dory \(DFHV\)](#); [Lerner, Jacques \(DFHV\)](#); [Kwan-hui, Shirley \(DCRA\)](#); [Bocock, Monique \(DCRA\)](#); [Tietjen, Michael \(DFHV\)](#); [Babers, Lucinda \(DMV\)](#); [Cavendish, Betsy \(EOM\)](#); [Seshasai, Karuna \(EOM\)](#); [Gurkin, Danielle \(DFHV\)](#); [Browning, Jennifer \(ODCA\)](#); [Ampedu, Eric \(DFHV\)](#)
Subject: RE: DFHV Recommendation Compliance Letter Responses:
Date: Thursday, January 03, 2019 11:37:21 AM
Attachments: [image001.png](#)

Mr. Awojoodu –

We do not send official letters when making determinations about the implementation status of recommendations. As I mentioned in previous emails – these recommendations have been accepted as implemented and our report will reflect that.

Thank you for all your help.

Josh Stearns
 (202) 299-2009

From: Awojoodu, Remi (DFHV)
Sent: Thursday, January 3, 2019 10:49 AM
To: Stearns, Joshua (ODCA) <joshua.stearns@dc.gov>
Cc: Do, David (DFHV) <David.Do@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Bocock, Monique (DCRA) <Monique.Bocock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>; Browning, Jennifer (ODCA) <jennifer.browning@dc.gov>; Ampedu, Eric (DFHV) <Eric.Ampedu@dc.gov>; Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>
Subject: RE: DFHV Recommendation Compliance Letter Responses:

Good morning Mr. Stearns,

Thank you for your email acknowledging receipt the updated SOP and confirming Recommendation # 6 has been implemented.

Kindly send (Email/UPS) DFHV an official letter acknowledging the successfully implementation of the recommendations referenced in ODCA's November 2, 2017 Audit Report. Please address the letter to **Mr. David Do (Interim Director)**. Thanks again.

Regards,

REMI AWOJOODU
 Compliance Specialist



2235 Shannon Place, SE | Suite 3001 | Washington, DC 20020
 Direct 202.645.6008 | Cell 202.740.3391 | Main 202.645.7300
 Email remi.awojoodu@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Stearns, Joshua (ODCA)

Sent: Wednesday, January 02, 2019 1:43 PM

To: Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>

Cc: Do, David (DFHV) <David.Do@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Bocock, Monique (DCRA) <Monique.Bocock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>; Browning, Jennifer (ODCA) <jennifer.browning@dc.gov>; Ampedu, Eric (DFHV) <Eric.Ampedu@dc.gov>

Subject: RE: DFHV Recommendation Compliance Letter Responses:

I have looked at your updated SOP and we can now accept that rec #6 has been implemented. Thank you.

From: Awojoodu, Remi (DFHV)

Sent: Friday, December 21, 2018 3:40 PM

To: Stearns, Joshua (ODCA) <joshua.stearns@dc.gov>

Cc: Do, David (DFHV) <David.Do@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Bocock, Monique (DCRA) <Monique.Bocock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>; Browning, Jennifer (ODCA) <jennifer.browning@dc.gov>; Ampedu, Eric (DFHV) <Eric.Ampedu@dc.gov>; Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>

Subject: RE: DFHV Recommendation Compliance Letter Responses:

Good afternoon Mr. Stearns,

Thank you for accepting Rec. 2-5, 9 & 10.

As we had discussed over the phone yesterday, our responses on Rec # 6 and 7 are as follows:

Rec # 6 – We have strengthened the SOP over “Locking Up Assets & Sensitive Documentation” and are resubmitting it for your final review and approval. In addition, we are attaching a copy of the training sign-in sheet, which took place on December 20, 2018. All the Client Service Team members have been trained on the new SOP.

Rec # 7 – We are currently working towards providing the “Invoice Processing and Payment” SOP by the close of business on December 31, 2018.

Thank you and have a wonderful weekend.

Regards,

REMI AWOJODU

Compliance Specialist



2235 Shannon Place, SE | Suite 3001 | Washington, DC 20020

Direct 202.645.6008 | Cell 202.740.3391 | Main 202.645.7300

Email remi.awojoodu@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Stearns, Joshua (ODCA)

Sent: Wednesday, December 19, 2018 4:28 PM

To: Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>

Cc: Do, David (DFHV) <David.Do@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Bocock, Monique (DCRA) <Monique.Bocock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>; Browning, Jennifer (ODCA) <jennifer.browning@dc.gov>

Subject: RE: DFHV Recommendation Compliance Letter Responses:

Thank you for this update.

Rec 2-5 – reported as “implemented” – we accept. Thank you.

Rec 6 – reported as “implemented” – p&p provided do not look sufficient as they don’t reference special permit decals, they are vague about who is responsible for taking these actions, etc.

Rec 7 – reported as “implemented” – The additional documentation references training for the Revenue Collection process, not the invoice processing and payment procedures, which is what rec #7 is about.

Rec 9&10 – we accept your change to “no longer applicable.” As both DFHV and DMV have now reported the recommendation as such, this is how it will appear in our recommendation follow up report.

Thanks again.

From: Awojoodu, Remi (DFHV)

Sent: Wednesday, December 19, 2018 1:58 PM

To: Stearns, Joshua (ODCA) <joshua.stearns@dc.gov>

Cc: Do, David (DFHV) <David.Do@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Bocock, Monique (DCRA) <Monique.Bocock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>; Browning, Jennifer (ODCA) <jennifer.browning@dc.gov>; Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>

Subject: RE: DFHV Recommendation Compliance Letter Responses:

Good afternoon Mr. Stearns,

I trust you are having a wonderful week.

We have reviewed all your comments listed in the email thread below, provided responses and attached corresponding documentation as evidence.

DFHV's responses to your comments are as follows:

Response # 6 (Attachment)

In response to your email dated December 12, 2018, we have finalized our Standard Operating Procedure (SOP), which addresses Locking Up Assets and Sensitive Documentation within the Client Services section at DFHV. Please note the SOP is effective December 14, 2018.

Response # 7 (See Attachments)

In response to your email dated December 12, 2018, we are submitting a "Training Sign-in Sheet" and Print Screen of an "Outlook Meeting Invite" as evidence that additional steps have been taken by management to implement the recommendation after November 2, 2017. Please note training occurred on March 29, 2018.

Response # 9 & 10 (See Reporting Form Attached)

We agree with your suggestion regarding a reasonable answer being "no longer applicable" as opposed to "implemented." We have updated the Reporting form accordingly and are resubmitting it for further consideration.

Once all the responses provided have been accepted, kindly send DFHV an official letter stating all ODCA's findings have been successfully remediated and the audit is officially closed. Thank you.

Regards,

REMI AWOJODU

Compliance Specialist



2235 Shannon Place, SE | Suite 3001 | Washington, DC 20020

Direct 202.645.6008 | Cell 202.740.3391 | Main 202.645.7300

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From: Stearns, Joshua (ODCA)

Sent: Wednesday, December 12, 2018 9:14 AM

To: Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>

Cc: Do, David (DFHV) <David.Do@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Bocock, Monique (DCRA) <Monique.Bocock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>; Browning, Jennifer (ODCA) <jennifer.browning@dc.gov>

Subject: RE: DFHV Recommendation Compliance Letter Responses:

Thank you for this response. We have the following comments:

Vehicles for Hire

Rec #2, #3, #5, #8, all reported as implemented: thank you, we will report these as implemented.

Rec #6, reported as “in progress:” thank you, we will report this as “in progress” with the expected completion date of 12/31/18.

Rec #7, reported as implemented. The policy presented from the OCFO Financial Policies and Procedures Manual is dated May 5, 2017, some six months before our recommendation was made. Do you have any documentation showing steps taken to implement the recommendation after 11/2/17?

Rec #9 and #10. Because our recommendations were predicated on the way of handling these transfers that involved an MOU and you are now saying that there is no MOU, it appears that perhaps one reasonable (and maybe a better) answer would be “no longer applicable” as opposed to “implemented.” What do you think? We will not report a status that you do not agree with. But I propose that “no longer applicable” is more accurate. We would certainly put in the comment box in our report details about what DFHV and DMV have done and that your solution to the problem also appears to be a good one.

Thank you again and we look forward to your reply.

Josh Stearns
(202) 299-2009

From: Awojoodu, Remi (DFHV)
Sent: Wednesday, December 5, 2018 10:48 AM
To: Patten, Cathy (ODCA) <cathy.patten@dc.gov>
Cc: Do, David (DFHV) <David.Do@dc.gov>; Stearns, Joshua (ODCA) <joshua.stearns@dc.gov>; Peters, Dory (DFHV) <dory.peters@dc.gov>; Lerner, Jacques (DFHV) <jacques.lerner@dc.gov>; Kwan-hui, Shirley (DCRA) <Shirley.Kwan-hui@dc.gov>; Boccock, Monique (DCRA) <Monique.Boccock@dc.gov>; Tietjen, Michael (DFHV) <Michael.Tietjen@dc.gov>; Babers, Lucinda (DMV) <lucinda.babers@dc.gov>; Cavendish, Betsy (EOM) <betsy.cavendish@dc.gov>; Seshasai, Karuna (EOM) <karuna.seshasai@dc.gov>; Awojoodu, Remi (DFHV) <Remi.Awojoodu@dc.gov>; Gurkin, Danielle (DFHV) <Danielle.Gurkin@dc.gov>
Subject: DFHV Recommendation Compliance Letter Responses:

Dear Ms. Patten,

In response to your email dated November 20, 2018 (see print screen below), I am forwarding DFHV’s final response to ODCA’s Audit Recommendation.

Kindly view the following files attached:

1. DFHV 2019 Reporting Form – Final Response.
2. ODCA Audit Recommendation – Attachments Supporting DFHV’s Final Response.

Please do not hesitate to contact me if you have any questions regarding the files attached. Thank you.

Print Screen – DFHV Recommendation Compliance Letter Email Dated 11/20/2018:

From: "Patten, Cathy (ODCA)" <cathy.patten@dc.gov>
Date: November 20, 2018 at 11:56:26 AM EST
To: "Chrappah, Ernest (DFHV)" <ernest.chrappah@dc.gov>, "Kwan-Hui, Shirley (DFHV)" <Shirley.Kwan-Hui@dc.gov>, "Stearns, Joshua (ODCA)" <joshua.stearns@dc.gov>
Subject: DFHV Recommendation Compliance Letter

Dear Mr. Chrappah:

Attached please find Recommendation Compliance Letter with attachments from the Office of the D.C. Auditor.

Thank you.

Cathy M. Patten
Receptionist/Administrative Assistant
Office of the DC Auditor
717 14th Street, NW
Suite 900
Washington, DC 20005
Email: Cathy.Patten@dc.gov
Business: 202 727-3600
Fax: 202 724-8814

Regards,

REMI AWOJODU
Compliance Specialist



2235 Shannon Place, SE | Suite 3001 | Washington, DC 20020
Direct 202.645.6008 | Cell 202.740.3391 | Main 202.645.7300
Email remi.awojodu@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

Did you know that DC has the second lowest uninsured rate in the nation? Together, let's make DC #1. Get covered and stay covered at DCHealthLink.com or by calling (855) 532-5465. #GetCoveredDC, #StayCoveredDC

Mayor Bowser has challenged all of us to go into the next four years guided by the question: What would you do if you were not afraid to fail? Share your answer with us at dc2me.com

From: [Govindaraj, Manoharan \(OIG\)](#)
To: [Awojoodu, Remi \(DFHV\)](#)
Cc: [Arnold, Dinell \(OIG\)](#)
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)
Date: Tuesday, January 29, 2019 3:37:02 PM
Attachments: [image004.png](#)
[image005.png](#)
[image003.png](#)

Hi, Remi:

Thanks for your phone call and your need to have some written record about the previous audit. OIG communicated 5 recommendations to DFHV in our audit of FY 2016. We followed-up the audit in FY 2017 and DFHV provided supporting documents and discussions to demonstrate implementation of those recommendations.

Accordingly, we closed all DFHV's recommendations on November 28, 2017. You may keep this e-mail for your records.

Thank you for inquiring.

We note that you are the newly appointed Compliance Specialist for this Agency, and wish you all the best in your new office.

Mano Govindaraj

Manoharan Govindaraj,
Senior Auditor
Government of the District of Columbia
Office of the Inspector General, Audit Division
*A world class Office of Inspector General that is customer-focused,
and sets the standard for oversight excellence!*
717 14th Street, N.W., 5th Floor
Washington, DC 20005
Phone: 202-727-6741
Fax: 202-737-2616
manoharan.govindaraj@dc.gov

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From: Awojoodu, Remi (DFHV)

Sent: Tuesday, January 29, 2019 3:10 PM
To: Govindaraj, Manoharan (OIG)
Cc: Awojoodu, Remi (DFHV)
Subject: FW: Implementation of Audit Recommendations (Recom 1-4)

Hi Mano,

It was a pleasure speaking to you over the phone a few minutes ago.

For my records, kindly confirm via email that DFHV has successfully remediated all OIG's recommendations referenced in your audit report dated November 21, 2016 and provide the date the audit was closed-out. Thank you.

Regards,

REMI AWOJOODU
Compliance Specialist



2235 Shannon Place, SE | Suite 3001 | Washington, DC 20020
Direct 202.645.6008 | Cell 202.740.3391 | Main 202.645.7300
Email remi.awojoodu@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Govindaraj, Manoharan (OIG)
Sent: Monday, October 02, 2017 9:22 AM
To: Bocock, Monique (DFHV) <monique.bocock@dc.gov>; Kwan-Hui, Shirley (DFHV) <Shirley.Kwan-Hui@dc.gov>
Cc: Davis, Kim (DFHV) <kim.davis@dc.gov>
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi Monique:
Thank you very much.
Have a nice day,
Mano Govindaraj

From: Bocock, Monique (DFHV)
Sent: Monday, October 02, 2017 9:18 AM
To: Kwan-Hui, Shirley (DFHV); Govindaraj, Manoharan (OIG)
Cc: Davis, Kim (DFHV)
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Mano and Shirley,

The Emergency and Proposed rulemaking is attached. Thanks.

Monique

Monique Bocock

Acting General Counsel



2235 Shannon Pl., SE, Suite 3001, Washington, DC 20020

Direct 202.645.4439 | Cell 202.257-7436 | Main 202.645.7300

Email monique.bocock@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

The DC Taxicab Commission is now the Department of For-Hire Vehicles.

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From: Kwan-Hui, Shirley (DFHV)

Sent: Monday, October 02, 2017 9:14 AM

To: Govindaraj, Manoharan (OIG) <manoharan.govindaraj@dc.gov>

Cc: Bocock, Monique (DFHV) <monique.bocock@dc.gov>; Davis, Kim (DFHV) <kim.davis@dc.gov>

Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi Mano,

PSP was to phased out by 9/1/17 but it got extended till 10/31/17.

Per our conversation, Monique will send you the emergency ruling stating PSP is being phased out. Thanks.

Thanks Monique in advance.

Regards,

Shirley S. Kwan-Hui

Chief of Staff



2235 Shannon Pl., SE, Suite 3001, Washington, DC 20020

Direct 202.645.6006 | Cell 202.553.8221 | Main 202.645.7300

Email shirley.kwan-hui@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Govindaraj, Manoharan (OIG)

Sent: Monday, October 02, 2017 8:59 AM

To: Kwan-Hui, Shirley (DFHV) <Shirley.Kwan-Hui@dc.gov>

Cc: Bocock, Monique (DFHV) <monique.bocock@dc.gov>; Davis, Kim (DFHV) <kim.davis@dc.gov>

Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi, Shirley:

In your audit responses you had mentioned - for Recommendation 2 and 3, that you expect to replace the PSP program with DTS in FY 2017.

Please confirm whether you have replaced the PSP program.

This essential for me to deal with recommendations 2 and 3.

Urgent.

Thank you

Mano

From: Kwan-Hui, Shirley (DFHV)

Sent: Friday, September 29, 2017 7:40 PM

To: Govindaraj, Manoharan (OIG)

Cc: Bocock, Monique (DFHV); Davis, Kim (DFHV)

Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi Mano,

Good afternoon,

Thanks so much for your guidance.

Please disregard the version I sent you this morning. Please see attached documents instead.

1. Revenue Collection and Records Maintenance Policy and Procedures – Applies to recommendation #1, 2, and 4.
2. DTS Program Policy and Procedures – Applies to recommendation #3 and #4
 - Supplemental doc – DTS Application Intake – CRS Completeness
 - Supplemental doc – DTS Application Checklist for Initial Application Review
 - Supplemental doc – DTS Surcharge Monthly Report template

Note: As previously advised, we devoted our effort to DTS instead since PSP is being phased out.

Please see below answers from the IT team.

1. What is the name by which you call or refer to the new system set up for DFHV by Salesforce Corporation? **Salesforce**
2. What is the programming language for this new system? **APEX**

Thank you very much for your patience and guidance again! We greatly appreciate it.

We believe that we have addressed our remediation effort for OIG's recommendations as well as your questions. Should you have any questions, please let me know this coming Monday. Thank you.

Have a wonderful weekend.

Regards,

Shirley S. Kwan-Hui

Chief of Staff



2235 Shannon Pl., SE, Suite 3001, Washington, DC 20020

Direct 202.645.6006 | Cell 202.553.8221 | Main 202.645.7300

Email shirley.kwan-hui@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Govindaraj, Manoharan (OIG)

Sent: Friday, September 29, 2017 9:24 AM

To: Kwan-Hui, Shirley (DFHV) <Shirley.Kwan-Hui@dc.gov>

Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi Shirley:

Good Morning. Your department has taken a lot of effort on the policies you sent me.

Please let me know which recommendations are covered by the policies. Here are the recommendations:

Rec. #	Recommendations
1	Develop and implement written policies and procedures over <u>record maintenance</u> of taxicab fees.
2	Develop and implement written policies and procedures documenting the process to validate fees collected <u>against OCFO records</u> .
3	<u>Establish and implement guidance to standardize the reporting format for surcharge fees for PSPs and comply with Title 31 DCMR requirements for PSPs.</u>
4	Develop and implement policies and procedures for maintain taxicab driver, taxicab company, and PSP <u>files</u> .

A policy can cover more than one recommendation, but you need to tell me if that is so. Also, I have underlines what seems to be the essential points of each recommendation.

Thank you.

Mano

From: Kwan-Hui, Shirley (DFHV)
Sent: Friday, September 29, 2017 6:02 AM
To: Govindaraj, Manoharan (OIG)
Cc: Bocock, Monique (DFHV); Davis, Kim (DFHV)
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi Mano,

Good morning,

Please see attached policy and procedures of Revenue Collection & Remittance – iNovah. We will have a review and training with staff later this afternoon. Legal will review this document as well. I'll be sending more over docs this morning.

Thank you very much for your patience.

Regards,

Shirley S. Kwan-Hui

Chief of Staff



2235 Shannon Pl., SE, Suite 3001, Washington, DC 20020

Direct 202.645.6006 | Cell 202.553.8221 | Main 202.645.7300

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From: Govindaraj, Manoharan (OIG)
Sent: Wednesday, September 27, 2017 4:04 PM
To: Kwan-Hui, Shirley (DFHV) <Shirley.Kwan-Hui@dc.gov>
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi, Shirley:

Is there any likelihood of receiving your policies and procedures manuals by September 30? I am planning my time for audit closeouts, and would like to know. Also, the nomenclature from Pedro (see below).

Thank you very much,

Mano

From: Govindaraj, Manoharan (OIG)
Sent: Friday, September 08, 2017 1:25 PM
To: Kwan-Hui, Shirley (DFHV)
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi, Shirley:

Thanks. If I get the information next week, that's OK.
Have a nice week-end.
Mano

From: Kwan-Hui, Shirley (DFHV)
Sent: Friday, September 08, 2017 11:24 AM
To: Govindaraj, Manoharan (OIG)
Cc: Davis, Kim (DFHV); Bocock, Monique (DFHV)
Subject: Re: Implementation of Audit Recommendations (Recom 1-4)

Hi Mano,

He is out and I'll follow-up with him. Thanks.

+Monique

Regards,

Shirley S. Kwan-Hui

Chief of Staff



[2235 Shannon Pl., SE, Suite 3001, Washington, DC 20020](#)

Direct [202.645.6006](#) | Cell [202.553.8221](#) | Main [202.645.7300](#)

Email shirley.kwan-hui@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

On Sep 8, 2017, at 10:50 AM, Govindaraj, Manoharan (OIG) <manoharan.govindaraj@dc.gov> wrote:

Hi, Kim:

I have not received a response from Mr. Pedro about the integrated systems. Please remind him.

Thank you,

Mano Govindaraj

From: Govindaraj, Manoharan (OIG)
Sent: Tuesday, August 29, 2017 1:48 PM
To: Davis, Kim (DFHV)
Cc: Kwan-Hui, Shirley (DFHV)
Subject: RE: Implementation of Audit Recommendations (Recom 1-4)

Hi, Kim:

I do not have any questions about the test I conducted yesterday, once Pedro sends me the info I requested. I merely have to incorporate these names into my paperwork.

Now about the policies and procedures.

I was positively impressed by your desire to provide us a fully completed set of policies and procedures for Recommendation 1 – 4 by September 30.

In the meantime could you send me the Table of Contents of each policy you propose to complete by September 30.

This will help me to prepare my preliminary paperwork, and wait for the final versions.
I hope I am not troubling you too much.
Thank you and have a nice day.
Mano Govindaraj

From: Kwan-Hui, Shirley (DFHV)
Sent: Tuesday, August 29, 2017 9:22 AM
To: Govindaraj, Manoharan (OIG)
Subject: RE: Implementation of Audit Recommendations

Thanks so much Mano.

Regards,

Shirley S. Kwan-Hui

Chief of Staff

<image001.png>

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Email shirley.kwan-hui@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Govindaraj, Manoharan (OIG)
Sent: Tuesday, August 29, 2017 9:05 AM
To: Davis, Kim (DFHV) <kim.davis@dc.gov>
Cc: Kwan-Hui, Shirley (DFHV) <Shirley.Kwan-Hui@dc.gov>; Agosto, Pedro (DFHV-Contractor) <pedro.agosto@dc.gov>; Arnold, Dinell (OIG) <Dinell.Arnold@dc.gov>
Subject: RE: Implementation of Audit Recommendations

Hi, Kim:

Thank you very much. You have answered all my requests from your end.
I will await Pedro's responses too. Any additional questions will be of a technical nature (this is about the integration of systems.) So, if I have any questions I will copy them to Pedro.
Have a nice day.
Mano Govindaraj

From: Davis, Kim (DFHV)
Sent: Monday, August 28, 2017 5:24 PM
To: Govindaraj, Manoharan (OIG)
Cc: Kwan-Hui, Shirley (DFHV); Agosto, Pedro (DFHV-Contractor)
Subject: RE: Implementation of Audit Recommendations

Good evening Mr. Govindaraj,

It was a pleasure meeting you today.

My title is Client Relations Manager. Pedro Agosto's title is Technical Manager and Tiara Baber is a Program Support Specialist.

I've copied Pedro on this email thread to respond to the 2 questions highlighted below.

In addition, below is the information you requested from Tiara.

Types of Services in Salesforce:

Renewal of license (FACE ID)
Duplicate license (FACE ID)
New license (FACE ID)
Renewal of registration request
Duplicate registration request
Vehicle Change request
Company inter-jurisdiction permit
Individual inter-jurisdiction permit
Company change request
New vehicle registration request
Tag Replacement request
Company business license
Independent business license
Lost and Found cases
Impounded vehicles

Please let me know if you have additional questions or concerns. Thanks.

Kim Davis

Client Relations Manager

<image001.png>

2235 Shannon Pl., SE, Suite 2004, Washington, DC 20020

Direct 202.671.1801 | Cell 202.740.5404 | Main 202.645.6001

Email kim.davis@dc.gov | Web <http://dfhv.dc.gov> | Blog <http://dcglovebox.com>

From: Govindaraj, Manoharan (OIG)

Sent: Monday, August 28, 2017 2:39 PM

To: Davis, Kim (DFHV) <kim.davis@dc.gov>

Cc: Kwan-Hui, Shirley (DFHV) <Shirley.Kwan-Hui@dc.gov>

Subject: Implementation of Audit Recommendations

Hi, Kim:

Good Afternoon.

It was a great pleasure meeting with you this morning. I had no problem recognizing that DFHV has implemented this recommendation.

For my record of the meeting please let me know: (a) what do I state as your job title? (2) please give me the first and last names and titles of Mr. Pedro and Ms. Tiara. (You may describe Mr. Pedro as consultant.)

Also for my records I am interested in the following background information:

1. What is the name by which you call or refer to the new system set up for DFHV by Salesforce Corporation?
2. What is the programming language for this new system?

Thank you very much for your cooperation.

Mano Govindaraj

Manoharan Govindaraj,

Auditor

Government of the District of Columbia

Office of the Inspector General, Audit Division

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and sets the standard for oversight excellence!*

717 14th Street, N.W., 5th Floor

Washington, DC 20005

Phone: 202-727-6741

Fax: 202-737-2616

manoharan.govindaraj@dc.gov

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<image002.png>

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The new school year is here and every day is a new opportunity for our students to learn and grow. We all have a role to play in ensuring students get to school, ready

understand that #EveryDayCounts. Go to attendance.dc.gov to learn more.

Department of For-Hire Vehicles (TC0)
Fiscal Year 2017 Budget and Actual Expenditures

pprop Fur	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance	
0100	LOCAL FUND	1000	AGENCY MANAGEMENT PROGRAM	1040	INFORMATION TECHNOLOGY	70,694.98	40,665.98	40,665.54	0.44	
				1060	LEGAL	49,000.00	48,924.00	35,555.19	13,368.81	
				1080	COMMUNICATIONS	15,823.02	15,792.02	15,329.04	462.98	
		1000 Total					135,518.00	105,382.00	91,549.77	13,832.23
		2000	DRIVER AND CONSUMER SERVICE PROGRAM	2020	COMMUNITY OUTREACH	1,000,000.00	0.00	0.00	0.00	
		2000 Total					1,000,000.00	0.00	0.00	0.00
		7000	MARKETING AND OUTREACH	7020	OUTREACH	2,932,000.00	3,931,890.00	3,908,816.49	23,073.51	
		7000 Total					2,932,000.00	3,931,890.00	3,908,816.49	23,073.51
0100 Total					4,067,518.00	4,037,272.00	4,000,366.26	36,905.74		
0600	SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE)	1000	AGENCY MANAGEMENT PROGRAM	1010	PERSONNEL	125,072.67	125,072.67	124,171.55	901.12	
				1020	CONTRACTING AND PROCUREMENT	78,838.30	78,838.30	83,228.88	(4,390.58)	
				1030	PROPERTY MANAGEMENT	72,248.65	72,248.65	72,085.54	163.11	
				1040	INFORMATION TECHNOLOGY	442,332.05	462,332.05	380,402.39	81,929.66	
				1050	FINANCIAL MANAGEMENT	0.00	0.00	(140.18)	140.18	
				1060	LEGAL	468,452.99	468,452.99	367,502.00	100,950.99	
				1070	FLEET MANAGEMENT	78,637.00	78,637.00	29,854.52	48,782.48	
				1080	COMMUNICATIONS	40,700.00	40,700.00	36,361.64	4,338.36	
				1090	PERFORMANCE MANAGEMENT	1,726,917.32	2,195,917.32	1,994,795.77	201,121.55	
		1000 Total					3,033,198.98	3,522,198.98	3,088,262.11	433,936.87
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	124,530.27	124,530.27	123,004.69	1,525.58	
		100F Total					124,530.27	124,530.27	123,004.69	1,525.58
		2000	DRIVER AND CONSUMER SERVICE PROGRAM	2010	COMPLAINTS	451,399.48	451,399.48	513,494.47	(62,094.99)	
				2020	COMMUNITY OUTREACH	0.00	0.00	(25.00)	25.00	
				2030	DRIVER ASSISTANCE	0.00	1,166,407.95	897,571.35	268,836.60	
				2040	CUSTOMER SERVICE	45,748.05	45,748.05	26,858.62	18,889.43	
				2050	PUBLIC ADJUDICATION	230,666.43	230,666.43	97,848.60	132,817.83	
				2060	RESEARCH	494,000.00	494,000.00	368,731.13	125,268.87	
		2000 Total					1,221,813.96	2,388,221.91	1,904,479.17	483,742.74
		4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	2,118,117.15	2,118,117.15	2,079,171.54	38,945.61	
				4020	COMPANY AUDIT	50,000.00	50,000.00	50,000.00	0.00	
		4000 Total					2,168,117.15	2,168,117.15	2,129,171.54	38,945.61
		7000	MARKETING AND OUTREACH	7010	MARKETING	297,067.85	297,067.85	252,510.49	44,557.36	
				7020	OUTREACH	0.00	65,000.00	0.00	65,000.00	
		7000 Total					297,067.85	362,067.85	252,510.49	109,557.36
		8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	703,581.42	610,917.42	661,879.18	(50,961.76)	
				8020	COMPANY SERVICES	294,138.29	294,138.29	337,634.02	(43,495.73)	
		8000 Total					997,719.71	905,055.71	999,513.20	(94,457.49)
0600 Total						7,842,447.92	9,470,191.87	8,493,809.20	976,382.67	
0700	OPERATING INTRA-DISTRICT FUNDS	1000	AGENCY MANAGEMENT PROGRAM	1060	LEGAL	6,048.00	5,253.32	5,253.32	0.00	
				1090	PERFORMANCE MANAGEMENT	39,652.00	35,034.68	35,034.68	0.00	
		1000 Total					45,700.00	40,288.00	40,288.00	0.00
		4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	30,000.00	37,221.11	37,221.11	0.00	
		4000 Total					30,000.00	37,221.11	37,221.11	0.00
		7000	MARKETING AND OUTREACH	7020	OUTREACH	14,000.00	144,655.68	144,655.68	0.00	
		7000 Total					14,000.00	144,655.68	144,655.68	0.00
		8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	110,300.00	78,914.30	78,914.30	0.00	
8000 Total					110,300.00	78,914.30	78,914.30	0.00		
0700 Total						200,000.00	301,079.09	301,079.09	0.00	
Grand Total						12,109,965.92	13,808,542.96	12,795,254.55	1,013,288.41	

The \$36,905.74 surplus in Local Fund is from the administration costs of Transport DC program.

The \$976,382.67 surplus in Special Purpose Revenue Fund consists of \$403,000 PS surplus due to vacant positions; \$434,000 remaining balance in grants and subsidies as some programs were postponed to FY18;

\$140,000 surplus in telecommunications, supplies as well as other services and charges (auto repair and maintenance, professional services and travel)

DFHV did not have federal funding in FY 2017.

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

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

The \$354,509 surplus in Local Fund is due to suspension of one of the taxicab companies providing Transport DC ride as a result of breaching an agreement.

The \$1,422,693.66 surplus in Special Purpose Revenue Fund consists of \$564,00 PS surplus due to vacant positions; \$175,000 remaining balance in grants and subsidies as some programs were deferred to FY19; \$683,000 surplus in telecommunications, supplies, equipment, contracts as well as other services and charges (printing costs, professional services and travel).

DFHV did not have federal funding in FY 2018.

Department of For-Hire Vehicles (TC0)
Fiscal Year 2019 Budget and Actual Expenditures
As of December 31, 2018 (First Quarter)

pprop Fur	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	LOCAL FUND	2000	OPERATIONS	2080	GRANTS	5,924,443.99	5,924,443.99	906,936.00	5,017,507.99
		2000 Total				5,924,443.99	5,924,443.99	906,936.00	5,017,507.99
0100 Total						5,924,443.99	5,924,443.99	906,936.00	5,017,507.99
0600	SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE	1000	AGENCY MANAGEMENT	1010	PERSONNEL	131,433.06	131,433.06	34,025.14	97,407.92
				1015	TRAINING AND EDUCATION	27,000.00	27,000.00	0.00	27,000.00
				1030	PROPERTY MANAGEMENT	80,321.01	80,321.01	19,815.05	60,505.96
				1040	INFORMATION TECHNOLOGY	2,347,374.87	2,347,374.87	352,279.67	1,995,095.20
				1060	LEGAL	511,234.43	511,234.43	70,631.75	440,602.68
				1070	FLEET MANAGEMENT	48,365.00	48,365.00	13,781.16	34,583.84
				1080	COMMUNICATIONS	10,000.00	10,000.00	3,560.97	6,439.03
				1090	PERFORMANCE MANAGEMENT	1,992,745.99	1,992,745.99	342,751.86	1,649,994.13
		1000 Total				5,148,474.36	5,148,474.36	836,845.60	4,311,628.76
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	139,260.74	139,260.74	33,945.36	105,315.38
		100F Total				139,260.74	139,260.74	33,945.36	105,315.38
		2000	OPERATIONS	2010	COMPLAINTS	483,473.37	483,473.37	80,611.96	402,861.41
				2040	ACCOUNT MANAGEMENT	386,301.65	386,301.65	96,771.91	289,529.74
				2050	HEARINGS AND CONFLICT RESOLUTION	241,003.81	241,003.81	27,648.02	213,355.79
				2060	RESEARCH	70,000.00	70,000.00	85,607.21	(15,607.21)
				2070	AUDIT	35,000.00	35,000.00	0.00	35,000.00
				2080	GRANTS	700,953.01	700,953.01	44,499.28	656,453.73
		2000 Total				1,916,731.84	1,916,731.84	335,138.38	1,581,593.46
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	2,965,021.48	2,965,021.48	539,181.14	2,425,840.34
		4000 Total				2,965,021.48	2,965,021.48	539,181.14	2,425,840.34
		7000	MARKETING AND OUTREACH	7010	MARKETING	451,941.30	451,941.30	83,641.10	368,300.20
				7020	OUTREACH AND PUBLIC INFORMATION	25,000.00	25,000.00	0.00	25,000.00
		7000 Total				476,941.30	476,941.30	83,641.10	393,300.20
		8000	CLIENT SERVICES	8010	DRIVER SERVICE	886,768.59	886,768.59	170,561.81	716,206.78
				8020	COMPANY SERVICES	142,166.64	142,166.64	35,702.06	106,464.58
		8000 Total				1,028,935.23	1,028,935.23	206,263.87	822,671.36
0600 Total						11,675,364.95	11,675,364.95	2,035,015.45	9,640,349.50
0700	OPERATING INTRA-DISTRICT FUNDS	2000	OPERATIONS	2080	GRANTS	0.00	945,978.00	106,625.00	839,353.00
		2000 Total				0.00	945,978.00	106,625.00	839,353.00
0700 Total						0.00	945,978.00	106,625.00	839,353.00
Grand Total						17,599,808.94	18,545,786.94	3,048,576.45	15,497,210.49

Department of For-Hire Vehicles (TC0)
List of Reprogramming Actions for Local and Special Purpose Revenue Funds

A) Local Fund

1 - FY 2018

Effective Date	Document No.	Description	Amount
7/13/2018	BJTCTRNS	Due to spending pressure for the Transport DC program, a reprogramming was processed to transfer funds from the Department of Public Works (DPW) to DFHV.	723,000.00
Total			723,000.00

This reprogramming increased DFHV's FY 2018 Local Fund budget from \$4,095,397 to \$4,818,397.

2 - FY 2019

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

B) Special Purpose Revenue Fund

1 - FY 2018

Effective Date	Document No.	Description	Amount
5/4/2018	BJTCOPS5	Reprogramming was processed to move funds from PS to NPS. The funds were needed in NPS for staff augmentation, professional services, paratransit data management, training, office equipment, and uniforms for Enforcement Officers.	230,000.00
Total			230,000.00

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

2 - FY 2019

There are no Special Purpose Revenue Fund reprogramming done so far in FY 2019.

Attachment 19 - Contracts and Procurements FY18 and FY19

Contracting Party/Supplier	Contract Number	Contract Type	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Competitively Bid	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
THE COLES GROUP, LLC	CW53295	Small Purchase	Temporary Service	Service support	Completed for the Fiscal Year	PO570275	\$ 27,851.00	\$ 27,849.12	FY18	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SEABERRY DESIGN AND COMMUNICATION	CW51022	Indefinite Delivery Indefinite Quantity (IDIQ)	Marketing & Branding	Branding strategy, research, project plans, media campaign	Completed for the Fiscal Year	PO571126	\$ 110,000.00	\$ 109,480.00	FY18	Competitive Sealed Proposal-RFP	No	Yes	Office of Director	7010	MARKETING	Neville Waters	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LLC	CW39379	Indefinite Delivery Indefinite Quantity (IDIQ)	Data Visualization	Dashboard development, maintenance and support; licenses	Completed for the Fiscal Year	PO571171-V2	\$ 38,680.00	\$ 24,000.00	FY18	Competitive Sealed Proposal-RFP	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan- Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	IT Consultant	System development and support	Completed for the Fiscal Year	PO571325-V5	\$ 111,861.93	\$ 86,779.27	FY18	Competitive Sealed Proposal-RFP	Yes	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	IT Consultant	Consulting, Strategy, Project Management	Completed for the Fiscal Year	PO571361-V2	\$ 103,017.46	\$ 103,017.46	FY18	Competitive Sealed Proposal-RFP	Yes	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	IT Consultant	Consulting, Project Management	Completed for the Fiscal Year	PO571362-V3	\$ 104,121.92	\$ 80,860.64	FY18	Competitive Sealed Proposal-RFP	Yes	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	IT Consultant	Analysis and operations support	Completed for the Fiscal Year	PO571363-V2	\$ 6,024.48	\$ 6,024.48	FY18	Competitive Sealed Proposal-RFP	Yes	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
ICONLOGIC INC.	CW45497	Indefinite Delivery Indefinite Quantity (IDIQ)	Learning Management System	License	Completed for the Fiscal Year	PO571459	\$ 18,220.00	\$ 18,220.00	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Client Services	8010	DRIVER SERVICE	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
BIZTECH FUSION, LLC	C13557	Indefinite Delivery Indefinite Quantity (IDIQ)	Document Digitization	Digitized Documents	Completed for the Fiscal Year	PO571490-V3	\$ 29,059.70	\$ 24,423.89	FY18	Competitive Sealed Proposal-RFP	No	Yes	Office of Client Services	8010	DRIVER SERVICE	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	C12770-V3	Small Purchase	Office Supplies	Office Supplies	Completed for the Fiscal Year	PO571646	\$ 9,990.26	\$ 9,989.50	FY18	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	C12770-V3	Small Purchase	Copier Supplies	Toners	Completed for the Fiscal Year	PO571647-V3	\$ 18,125.73	\$ 18,125.73	FY18	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
HARRISON MALDONADO ASSOCIATES	C14245-V2	Indefinite Delivery Indefinite Quantity (IDIQ)	Branding & Marketing Support	Branding and Marketing	Completed for the Fiscal Year	PO571664	\$ 53,437.97	\$ 9,438.83	FY18	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	7010	MARKETING	Neville Waters	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	Proprietary Software Development and Licensing	Apps Development, hosting service, maintenance and support	Completed for the Fiscal Year	PO572624-V3	\$ 437,456.77	\$ 237,441.60	FY18	Competitive Sealed Proposal-RFP	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan- Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Dell Marketing L.P.	VA-140401-DELL	Cooperative Agreements	IT Equipment	Laptops/Docking Stations/Monitors/Ke y board & Mouse Combos	Completed for the Fiscal Year	PO572810	\$ 12,945.56	\$ 12,945.56	FY18	Single quote	No	No	Office of Compliance and Enforcement	4010	FIELD ENFORCEMENT	Shirley Kwan- Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CABCONNECT INC.	CW31520	Firm Fixed Price	Trip Management System	Trip Management System, reporting and support	Completed for the Fiscal Year	PO572847-V2	\$ 113,235.50	\$ 113,235.50	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan- Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
MORGANS INC	C12202-V5	Blanket Purchase Agreement (BPA)	Uniforms for Vehicle Inspection Officers (VIO)	Uniforms	Completed for the Fiscal Year	PO572896	\$ 30,000.00	\$ 29,788.63	FY18	Competitive Request for Quotes (RFQ)	No	Yes	Office of Compliance and Enforcement	4010	FIELD ENFORCEMENT	Shirley Kwan- Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CODICE	CW51133	Indefinite Delivery Indefinite Quantity (IDIQ)	Temporary Service	Temp Service; timesheets	Completed for the Fiscal Year	PO572923-V2	\$ 208,908.00	\$ 146,641.28	FY18	Competitive Sealed Bid-IFB	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CORP	C12238-V3	Competition Exempt	Salesforce Licenses Renewal	License renewal	Completed for the Fiscal Year	PO573551	\$ 186,918.17	\$ 186,918.17	FY18	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	C12902-V4	Competition Exempt	Copier Rental	Copier and maintenance	Completed for the Fiscal Year	PO575840	\$ 42,420.00	\$ 42,420.00	FY18	Single quote	No	Yes	Office of Compliance and Enforcement	4010	FIELD ENFORCEMENT	Shirley Kwan- Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CORP	C12238-V3	Indefinite Delivery Indefinite Quantity (IDIQ)	Audit Program	Audit reports; documentation; training	Completed for the Fiscal Year	PO578166	\$ 11,664.00	\$ -	FY18	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	2070	AUDIT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

**Attachment 19 - Contracts and Procurements
FY18 and FY19**

Contracting Party/Supplier	Contract Number	Contract Type	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Competitively Bid	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	IT Consultant	Analysis and operations support	Completed for the Fiscal Year	PO578681	\$ 16,137.00	\$ 6,024.48	FY18	Competitive Sealed Proposal-RFP	Yes	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
NEAL R GROSS & CO INC	N/A	Small Purchase	Court Reporter	Hearing Transcripts	Completed for the Fiscal Year	PO572233	\$ 3,750.00	\$ 3,750.00	FY18	Single quote	No	Yes	Office of Hearings and Conflict Resolutions	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
WEST PUBLISHING CORP	N/A	Small Purchase	Thomson Reuters (West Law) Legal Research Database	Subscription	Completed for the Fiscal Year	PO572253	\$ 3,963.75	\$ 3,963.71	FY18	Single quote	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CLOUDCALL INC.	N/A	Small Purchase	CloudCall (Synety) Complaints Call Recording - Opt Yr 2-PO#55386	Software	Completed for the Fiscal Year	PO572252-V2	\$ 9,434.00	\$ 9,434.00	FY18	Single quote	No	No	Office of Client Services	8010	DRIVER/CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Experian Information Solutions	N/A	Small Purchase	FY18 - Vehicle Data Service	Software	Completed for the Fiscal Year	PO573909	\$ 8,400.00	\$ 2,444.80	FY18	Single quote	No	No	Office of Client Services	8010	DRIVER/CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	N/A	Small Purchase	FY18 - Side Panels for New Workstation Cubicles-3rd Floor Redesign Project	Provide and install side panels for new cubicles/workstations	Completed for the Fiscal Year	PO574052	\$ 1,765.00	\$ 1,765.00	FY18	Single quote	No	Yes	Office of Director	7020	OUTREACH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Taxi Research Partners	N/A	Competition Exempt	FY18-Research Project	Industry Research	Completed for the Fiscal Year	PO577226	\$ 69,904.30	\$ 67,371.38	FY18	Single quote	No	No	Office of Director	2060	RESEARCH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
NEAL R GROSS & CO INC	N/A	Small Purchase	FY18 Court Reporter	Hearing Transcripts	Completed for the Fiscal Year	PO577376	\$ 7,500.00	\$ 5,000.00	FY18	Single quote	No	Yes	Office of Hearings and Conflict Resolutions	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
VERITAS CONSULTING GROUP	N/A	Small Purchase	Security and IT communications technology	Installation of access control	Completed for the Fiscal Year	PO577692	\$ 3,550.00	\$ 3,550.00	FY18	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PUBLIC PERFORMANCE MANAG.	N/A	Small Purchase	Fujitsu Basic Extended Service Agreement	Service Agreement	Completed for the Fiscal Year	PO577696	\$ 2,780.00	\$ 2,780.00	FY18	Single quote	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
KEVIN HATFIELD dba KH2 CONSULT	N/A	Small Purchase	FY18 Social Media Marketing	DFHV-specific news/announcements	Completed for the Fiscal Year	PO579654	\$ 9,990.00	\$ 9,990.00	FY18	Single quote	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COLUMBIA LIGHTHOUSE FOR THE BL	N/A	Small Purchase	ACCESSIBILITY ASSURANCE SERVICE AND REPORT	DC Rider Surveys	Completed for the Fiscal Year	PO580381	\$ 4,470.00	\$ -	FY18	Single quote	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	New - IT Consultants (PIPELINE) - FY18 - DFHV - GIS Analyst/Programmer (Entry) -O - Type	System development and support	Completed for the Fiscal Year	PO579429-V3	\$ 20,658.40	\$ 10,737.37	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SOUL TREE LLC	CW35750	Competition Exempt	DFHV All Staff Training Workshop	Training	Completed for the Fiscal Year	PO582700	\$ 5,000.00	\$ 5,000.00	FY18	Single quote	No	Yes	Office of Director	4010	FIELD ENFORCEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE TRIAGE GROUP, LLC	C14092	Small Purchase	Vehicle History Reporting Subscription	Subscription	Completed for the Fiscal Year	PO583151	\$ 5,568.30	\$ 5,568.30	FY18	Single quote	No	Yes	Office of Client Services	8010	DRIVER/CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
REDMON GROUP INC.	N/A	Small Purchase	Transit Display with For-Hire Module Pilot Project	Develop and implement transit display digital signage software	Completed for the Fiscal Year	PO581129-V2	\$ 12,189.42	\$ 12,189.42	FY18	Single quote	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	Modification-IT Consultants (PIPELINE)-FY18 DFHV GIS Analyst/Programmer (Entry)-OType	System development and support	Completed for the Fiscal Year	PO584264-V2	\$ 23,212.00	\$ 21,321.88	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Attachment 19 - Contracts and Procurements FY18 and FY19

Contracting Party/Supplier	Contract Number	Contract Type	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Competitively Bid	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
Infinite Peripherals, Inc.	N/A	Small Purchase	Bluetooth Taxi Light Controls for Taxicab Dome Light and Cruising Lights	Bluetooth Taxi Light Controls	Completed for the Fiscal Year	PO586808	\$ 9,975.00	\$ 9,975.00	FY18	Single quote	No	No	Office of Director	4010	FIELD ENFORCEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TOUCAN PRINTING AND PROMO	C12408	Small Purchase	Updated Taxi Rates Stickers	Taxi Rates Stickers	Completed for the Fiscal Year	PO586942	\$ 6,955.00	\$ -	FY18	Single quote	No	Yes	Office of Client Services	2040	CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	Continuation - IT Consultants (PIPELINE) - FY18 - DFHV - Strategic IT Consultant - O-Type	Consulting, System development and support	Completed for the Fiscal Year	PO571361-V4	\$ 103,017.46	\$ 103,017.46	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Sharing Cities Alliance	N/A	Competition Exempt	Sharing Cities Alliance Premium Partnership Membership Subscription	Subscription	Completed for the Fiscal Year	PO587363	\$ 11,620.00	\$ 11,620.00	FY18	Single quote	No	No	Office of Director	8010	DRIVER/CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
WINDELS MARX LANE & MITTENDORF	N/A	Firm Fixed Price	Integrated VFH Company (IVC) Research	Industry Research	Completed for the Fiscal Year	PO587372	\$ 43,250.00	\$ 12,110.00	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	New-IT Consultants (PIPELINE) - FY18 - DFHV Help Desk Specialist (Journeyman) - O-Type	System development and support	Completed for the Fiscal Year	PO583244-V3	\$ 28,708.20	\$ 28,288.08	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE AQUILINE GROUP	C12585	Firm Fixed Price	DFHV Community Engagement	Community Engagement	Completed for the Fiscal Year	PO588293	\$ 25,000.00	\$ 8,252.04	FY18	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
FEDERAL PARKING INC	N/A	Competition Exempt	Parking for DFHV	Parking spaces	Completed for the Fiscal Year	PO572331-V4	\$ 15,316.39	\$ 13,907.72	FY18	Single quote	No	No	Office of Compliance and Enforcement	8010	DRIVER/CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	Modification - IT Consultants (PIPELINE) - FY18 - DFHV - DFHV IT Consultant (MASTER) - O-TYPE	Consulting, System development and support	Completed for the Fiscal Year	PO581994-V3	\$ 87,487.76	\$ 85,411.31	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
BRIAR PATCH SHREDDING AND R	N/A	Small Purchase	DFHV Shredding Services	Secure Shredding Services	Completed for the Fiscal Year	PO589489	\$ 1,000.00	\$ 638.00	FY18	Single quote	No	No	Office of Client Services	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	N/A	Indefinite Delivery Indefinite Quantity (IDIQ)	Modification - Consultants (PIPELINE) - FY18 - DFHV - DFHV Strategic IT Consultant (MASTER) - O-TYPE	Consulting, System development and support	Completed for the Fiscal Year	PO581941-V4	\$ 85,826.60	\$ 49,834.80	FY18	Competitive Sealed Proposal-RFP	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Dell Marketing L.P.	N/A	Small Purchase	DFHV Computer Refresh	IT Equipment	Completed for the Fiscal Year	PO589808	\$ 19,203.68	\$ 19,203.68	FY18	Single quote	No	No	Office of Director	7020	OUTREACH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PITNEY BOWES	N/A	Competition Exempt	Pitney Bowes (Rental/Postage/Supplies/Svcs & Maintenance)	Postage	Completed for the Fiscal Year	PO571638-V3	\$ 1,100.00	\$ 1,100.00	FY18	Single quote	No	No	Office of Director	1080	COMMUNICATIONS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PITNEY BOWES	N/A	Competition Exempt	Pitney Bowes (Rental/Postage/Supplies/Svcs & Maintenance)	Postage	Completed for the Fiscal Year	PO571637-V3	\$ 4,604.39	\$ 844.96	FY18	Single quote	No	No	Office of Director	1080	COMMUNICATIONS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Curtis Property Management Cor	N/A	Competition Exempt	DFHV Office Renovations	Office Renovations	Completed for the Fiscal Year	PO590002	\$ 46,664.70	\$ -	FY18	Single quote	No	No	Office of Director	8010	DRIVER/CUSTOMER SERVICES	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

**Attachment 19 - Contracts and Procurements
FY18 and FY19**

Contracting Party/Supplier	Contract Number	Contract Type	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Competitively Bid	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
Dell Marketing L.P.	N/A	Small Purchase	DFHV Computer Refresh	IT Equipment	Completed for the Fiscal Year	PO590003	\$ 2,281.68	\$ 2,281.68	FY18	Single quote	No	No	Office of Director	7020	OUTREACH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
QLESS INC.	N/A	Competition Exempt	Qless- DFHV Annual Renewal Virtual Queueing/Analytics/Software Support and Monitoring	Software	Completed for the Fiscal Year	PO590086	\$ 4,630.44	\$ 4,630.44	FY18	Single quote	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	N/A	Small Purchase	DFHV General Office Supplies	Office Supplies	Completed for the Fiscal Year	PO590108	\$ 9,990.26	\$ 9,989.89	FY18	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Questback, Inc	N/A	Small Purchase	QuestBack- DFHV Survey & Dashboard Software	Software	Completed for the Fiscal Year	PO590216	\$ 5,000.00	\$ 5,000.00	FY18	Single quote	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Lessonly, Inc.	N/A	Competition Exempt	Lessonly-DFHV Staff Training	Training	Completed for the Fiscal Year	PO590282	\$ 5,000.00	\$ 5,000.00	FY18	Single quote	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	Continuation - IT Consultants (PIPELINE) FY19 - DFHV - IT Consultant (Master) - OType	Consulting, System development and support	In Progress	PO590687	\$ 76,413.36	\$ 38,206.68	FY19	Competitive Sealed Proposal-RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	FY19 - Continuation - DFHV - EastBanc, LLC- Taxi Mobile Apps (IDIQ) - CW41928 Task Order #7	Apps Development, hosting service, maintenance and support	Completed for the Fiscal Year	PO591511	\$ 178,995.40	\$ -	FY19	Competitive Sealed Proposal-RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Health IT 2 dba Codice	CW51133	Indefinite Delivery Indefinite Quantity (IDIQ)	FY19 - Continuation - DFHV - Codice (Health IT 2 Bus Solutions, LLC) - Temp Services - Opt Year 2 - (CW51133)	Temp Service; timesheets	In Progress	PO591528	\$ 55,929.00	\$ 13,541.93	FY19	Competitive Sealed Proposal-RFP	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
ICONLOGIC INC.	CW45497	Indefinite Delivery Indefinite Quantity (IDIQ)	FY19 - Continuation - IconLogic, Inc. - Learning Management System (LMS) - (CW45497)-Opt Year 2	Learning Management System	In Progress	PO591529	\$ 18,220.00	\$ 18,220.00	FY19	Competitive Sealed Proposal-RFP	No	No	Office of Director	8010	DRIVER SERVICE	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	DFHV - Taxi Mobile Apps (TO8) - Task Order #8	Apps Development, hosting service, maintenance and support	In Progress	PO593252	\$ 680,003.44	\$ -	FY19	Competitive Sealed Proposal-RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
FEDERAL PARKING INC	N/A	Competition Exempt	Parking for DFHV	Parking spaces	In Progress	PO593651	\$ 15,557.92	\$ 5,152.64	FY19	Single quote	No	No	Office of Director	4010	FIELD ENFORCEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
QLESS INC.	N/A	Small Purchase	DFHV Qless-Virtual Queueing/Analytics/Software Support and Monitoring	Software	In Progress	PO593652	\$ 4,630.44	\$ 4,630.44	FY19	Single quote	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
WEST PUBLISHING CORP	N/A	Competition Exempt	Thomson Reuters (West Law) Legal Research Database	Subscription	In Progress	PO593692	\$ 4,132.94	\$ 1,015.56	FY19	Single quote	No	No	Office of Director	1060	LEGAL	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PITNEY BOWES	N/A	Competition Exempt	DFHV - Pitney Bowes (Rental/Postage/Supplies/Svcs & Maintenance)	Postage	In Progress	PO593693	\$ 1,467.30	\$ 105.00	FY19	Single quote	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Attachment 19 - Contracts and Procurements FY18 and FY19

Contracting Party/Supplier	Contract Number	Contract Type	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Competitively Bid	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
THE TRIAGE GROUP, LLC	N/A	Competition Exempt	DFHV Vehicle History Reporting Subscription (VinAudit)	Subscription	In Progress	PO593694	\$ 4,140.00	\$ -	FY19	Single quote	No	Yes	Office of Client Services	8010	DRIVER SERVICE	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE AQUILINE GROUP	CW63242	Firm Fixed Price	Continuation - DFHV - Community Engagement (CW63242)-Base Year	Community Engagement	In Progress	PO593798	\$ 20,250.00	\$ 20,020.00	FY19	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	7010	MARKETING	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CORP	N/A	Competition Exempt	Salesforce Licenses Renewal	License Renewal	Completed for the Fiscal Year	PO593878	\$ 190,814.13	\$ 190,814.13	FY19	Single quote	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	CW39379	Indefinite Delivery Indefinite Quantity (IDIQ)	Continuation - DFHV - EastBanc, LLC - Data Visualization - Opt Yr 3- (CW39379)	Dashboard development, maintenance and support, licenses	In Progress	PO593951	\$ 71,464.00	\$ 2,400.00	FY19	Competitive Sealed Proposal- RFP	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CORP	C12238-V3	Competition Exempt	DFHV Salesforce Changes and Enhancements	Maintenance and Support of Existing Software	In Progress	PO593979	\$ 112,490.05	\$ 37,878.70	FY19	Single quote	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	Continuation - IT Consultants (PIPELINE) FY19 - DFHV - IT Consultants (Master) - OType	Temp Service; timesheets	In Progress	PO590932-V3	\$ 101,884.48	\$ 27,686.00	FY19	Competitive Sealed Proposal- RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Experian Information Solutions	N/A	Small Purchase	Continuation - DFHV - Vehicle Data Service (AUTOCHECK)- Experian	Software	In Progress	PO594458	\$ 3,931.70	\$ -	FY19	Single quote	No	No	Office of Client Services	8010	DRIVER SERVICE	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SOUL TREE LLC	CW65458	Blanket Purchase Agreement (BPA)	DFHV Temporary Support Services - Copy Editor	Temp Service; timesheets	In Progress	PO594878	\$ 10,000.00	\$ 5,385.60	FY19	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
HALES CREATIVE SOLUTIONS	C14292-V3	Small Purchase	DFHV Transportation Survey	Phone calls, grassroots surveying	In Progress	PO594880	\$ 9,895.00	\$ 9,895.00	FY19	Single quote	No	Yes	Office of Director	2080	GRANTS	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Curtis Property Management Cor	N/A	Small Purchase	DFHV 2nd floor- Adjudication Room Open Office Conversion	Office Renovations	In Progress	PO594899	\$ 5,947.80	\$ -	FY19	Single quote	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	N/A	Competition Exempt	DFHV - Maintenance & Rental Agreement Five (5) Canon Copiers IRC5255/IRC5250 /IRC5051/IRC2030/IRC2030	Maintenance & Rental Agreement	In Progress	PO594905	\$ 42,420.00	\$ 10,605.00	FY19	Single quote	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	N/A	Small Purchase	DFHV - Office Supplies	Office Supplies	In Progress	PO595765	\$ 9,998.99	\$ 1,386.28	FY19	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	N/A	Small Purchase	DFHV - Copier Supplies	Toners, Drums, Copier Supply	In Progress	PO595791	\$ 9,837.88	\$ 1,249.50	FY19	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
NEAL R GROSS & CO INC	N/A	Small Purchase	DFHV - Court Reporting and Transcription Services	Hearing Transcripts	In Progress	PO595417-V2	\$ 10,000.00	\$ 2,290.00	FY19	Competitive Request for Quotes (RFQ)	No	Yes	Office of Compliance and Enforcement	1060	LEGAL	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	N/A	Small Purchase	DFHV - Laptop for New Director David Do	IT Equipment	In Progress	PO596311	\$ 5,219.96	\$ 5,078.96	FY19	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
MORGANS INC	C12202-V6	Blanket Purchase Agreement (BPA)	DFHV - Uniforms	Uniforms	In Progress	PO596908	\$ 30,000.00	\$ 50.00	FY19	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	4010	FIELD ENFORCEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Attachment 19 - Contracts and Procurements FY18 and FY19

Contracting Party/Supplier	Contract Number	Contract Type	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Competitively Bid	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
BRIAR PATCH SHREDDING AND R	N/A	Small Purchase	DFHV Shredding Services	Secure Shredding Services	In Progress	PO594436-V2	\$ 3,000.00	\$ 804.00	FY19	Single quote	No	No	Office of Client Services	8010	DRIVER SERVICE	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
WINDELS MARX LANE & MITTENDORF	N/A	Small Purchase	FY19 - DFHV - Integrated VFH Company (IVC) Research	Industry Research and Report	In Progress	PO596909-V2	\$ 31,140.00	\$ 31,140.00	FY19	Single quote	No	No	Office of Director	2060	RESEARCH	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
AMERICAN BUSINESS SUPPLIE	C15740	Blanket Purchase Agreement (BPA)	DFHV - Office Supplies - BPA	Various Office Supplies	In Progress	PO597552	\$ 20,000.00	\$ 663.99	FY19	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Health IT 2 dba Codice	CW65456	Blanket Purchase Agreement (BPA)	DFHV Temporary Support Services - Business Intelligence Developer	Temp Service; timesheets	In Progress	PO594223-V2	\$ 100,000.00	\$ 22,189.15	FY19	Competitive Request for Quotes (RFQ)	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Indefinite Delivery Indefinite Quantity (IDIQ)	Modification - IT Consultants (PIPELINE) FY19 - DFHV - Help Desk Specialist (Journeyman) - O'Type	Temp Service; timesheets	In Progress	PO591121-V4	\$ 40,611.60	\$ 17,680.05	FY19	Competitive Sealed Proposal- RFP	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TOTAL OFFICE PRODUCTS INC	N/A	Small Purchase	DFHV Executive Staff Retreat Planning	Hosting Staff Retreat; Conducting interviews	In Progress	PO598012	\$ 6,606.50	\$ -	FY19	Single quote	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CLOUDCALL INC.	N/A	Competition Exempt	Continuation - CloudCall (Synety) Complaints Call Recording - Opt Year 3	Software	In Progress	PO598995	\$ 8,976.00	\$ -	FY19	Single quote	No	No	Office of Client Services	DSP10 CLS20 CLS10	COMPLAINTS COMPANY SERVICES DRIVER/ CUSTOMER SERVICES	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Agency Department of For-Hire Vehicles**Agency Code** TC0**Fiscal Year** 2018

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

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Ensure passengers have safe and excellent riding experiences.	2	5
2	Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry	4	4
3	Create and maintain a highly efficient, transparent and responsive District government.**	9	5
TOT		15	14

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)									
Percent of complaints processed on-time within 30 calendar days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	99.1%	93%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	35%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Measures)									
Percent of licenses processed on-time within 10 calendar days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	96.5%	90%
Economic contributions by for-hire vehicles	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	\$400,000,000	\$632,212,311	\$600,000,000
Percent of agency budget allocated to grants	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	30%
Percent of operating authorities processed within 30 calendar days	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	New Measure	90%

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Ensure passengers have safe and excellent riding experiences. (5 Activities)					
FIELD ENFORCEMENT	For-Hire Vehicle Enforcement	Performs field inspections 24/7 and issues notices of infraction.	Daily Service	2	1
CUSTOMER SERVICE	Client Services	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service	1	0
COMPANY AUDIT	Company Audit	Monitors for compliance with applicable laws, regulations, policies and practices. Safeguards against programmatic fraud, waste, abuse and mismanagement. Promotes transparency and consistency in the agency's processes and operational activities.	Daily Service	1	0
Outreach	Outreach and Public Information	Communicates with groups, organizations and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service	1	2
COMPLAINTS	Resolves Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies and prepares notices of infraction for unresolved complaints.	Daily Service	1	0
TOT				6	3
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)					
RESEARCH	Research of For-Hire Vehicle Industry	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment and rulemaking.	Daily Service	1	1
INFORMATION TECHNOLOGY	Innovations and technology support	Provides innovative solutions and technology support.	Daily Service	1	2
Grants	Grants	Provide grants to improve economic opportunities for the For-Hire Vehicles (FHV) industry, including grant development and grant monitoring.	Daily Service	0	1
ACCOUNTS MANAGEMENT	Account Management	Reviews services provided to taxi and limousine companies, private vehicles for-hire, and dispatch services for consistency and identifies issues and solutions. This program proactively advises clients to minimize noncompliance, ensure	Daily Service	0	0

		clients are satisfied with services being received, and reviews annual operating authority application.			
TOT				2	4
3 - Create and maintain a highly efficient, transparent and responsive District government.** (5 Activities)					
Driver/Customer Service	Driver service	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service	1	2
Company Services	Account management	Accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.	Daily Service	1	0
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service	0	2
MARKETING	Marketing	Engages the public, directs communications with stakeholders through multiple channels and promotes a positive brand association.	Daily Service	1	1
HEARINGS AND CONFLICT RESOLUTION	Hearings and Conflict Resolution	Conducts hearings adjudications, appeals, and any form of conflict resolution including mediation.	Daily Service	0	0
TOT				3	5
TOT				11	12

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Client Services (1 Measure)					
Number of recovered items reunited with owners	<input type="checkbox"/>	Not available	Not Available	Not Available	362
1 - Company Audit (1 Measure)					
Number of audits conducted	✓	Not available	Not Available	New Measure	New Measure
1 - For-Hire Vehicle Enforcement (2 Measures)					
Number of safety inspections conducted	<input type="checkbox"/>	Not available	Not Available	Not Available	10,702
Number of insured vehicles during inspections	<input type="checkbox"/>	Not available	Not Available	Not Available	10,397

1 - Outreach and Public Information (1 Measure)					
Number of people engaging in community outreach events	✓	Not available	Not Available	New Measure	New Measure
1 - Resolves Complaints (1 Measure)					
Number of disputes resolved	<input type="checkbox"/>	Not available	Not Available	Not Available	940
2 - Innovations and technology support (1 Measure)					
Number of new service or product pilots to improve passenger riding experiences	✓	Not available	Not Available	New Measure	New Measure
2 - Research of For-Hire Vehicle Industry (1 Measure)					
Number of public research reports completed	<input type="checkbox"/>	Not available	Not Available	Not Available	5
3 - Account management (1 Measure)					
Number of company application processed (taxicab/limo companies and other businesses)	<input type="checkbox"/>	Not available	Not Available	Not Available	161
3 - Driver service (1 Measure)					
Number of driver application processed	<input type="checkbox"/>	Not available	Not Available	Not Available	7642
3 - Marketing (1 Measure)					
Number of public service announcements	✓	Not available	Not Available	New Measure	New Measure

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Provide training and skills-building to Vehicle Inspection Officers to adapt to a changing FHV industry	To better serve the for-hire vehicle industry, DFHV will implement an Enhanced & Strategic Training program for Vehicle Inspection Officers (VIOs) in FY18. The training program will further improve VIOs' knowledge on regulatory, program and policy changes, agency programs and requirements, industry trends or updates and skills in various systems. The program will better equip the VIOs to be ambassadors and educators with the required knowledge and skills needed to affect a cultural change in DFHV's approach to compliance and enforcement. The new DFHV Enforcement Policy requires VIOs to engage in educating and counseling FHV operators, and this initiative will have a great impact on the paradigm shift currently taking place in the for-hire industry.	09-30-2018
Build an agency brand that	DFHV is focused on generating revenue to the District through increasing economic opportunities, lowering barriers to industry entry, and improving rider experiences. In FY18, DFHV will increase brand awareness through the implementation of a multi-	09-30-2018

reflects the agency's mission	pronged branding, marketing and public relations campaign aimed at its core audiences including social media, videos and podcasts, op-ed columns and white papers, and traditional media placements. It is critical to build brand equity through an association with economic success and superior customer service as well as to celebrate the DFHV's new approach to transforming not just taxis, but the way people and products in Washington, D.C. get from one location to another.	
Implement new call system to further customer service, decrease wait times and improve operating efficiencies	DFHV will further improve customer service in Client Services in FY18 by implementing a customer service quality assurance program. DFHV will begin recording incoming calls made into the client services. Call recordings will be used to monitor service delivery to ensure customer service standards are met. The new call system will also optimize call routing so that calls are being distributed to the appropriate staff and be answered in a timely manner. The new call system will also generate statistics (such as calls received, call wait time, and call handling time) so that resources can be best allocated to provide optimal customer service and for targeted improvements to customer service policies and processes.	09-30-2018
Redesign intake flows to further customer service, decrease wait times and improve operating efficiencies	DFHV will improve customer processing time and customer service experience through a reorganization of the client service center. The waiting area will be reorganized to include an intake service desk for the initial point of contact. Representatives at the desk will be able to answer initial questions, ensure clients have proper documents, provide instructions and place customers in the right queue for further assistance. This initiative was piloted in FY17 and in FY18 this will be enhanced and fully implemented in the Client Service center.	09-30-2018
Adopt technology for remote viewing of DFHV meetings	In FY18, DFHV will begin live-streaming of all DFHV Advisory Council meeting, hearings, town halls and other types of meetings. The DFHV hearing room will be outfitted with the equipment necessary to live-stream meetings. This enhancement will help DFHV expand the reach of its public meetings to include drivers, company representatives and other stakeholders who may not be able to attend meetings at DFHV due to time or geographical constraints.	09-30-2018
Publish average taxicab passenger ratings	In FY2018, DFHV will begin publishing average taxicab passenger trip rating on a quarterly basis. DFHV began the collecting taxicab passenger rating information in FY2017 and this feature has been incorporated into the Digital Taxicab Solution (DTS). At the conclusion of each trip, taxicab passengers are able to rate the trip using a five-star system. Quarterly results will be published providing transparency to riders and a point of comparison by using a rating system common in the FHV industry. Companies and operators will also benefit from the insights about industry performance.	09-30-2018
Use technology to implement shared riding in the Transport DC program	In FY2018, DFHV will begin testing shared riding in the Transport DC program. Transport DC service providers will be expected to match up to two passengers per trip who are travelling at similar times and routes. Passengers that participate in shared riding will pay half the usual co-pay per trip. Through shared riding, DFHV expects to reduce the out-of-pocket cost to the passengers, be able to deliver more rides within the budget and increase incentive for drivers to participate in the program.	09-30-2018
Report on reducing requirements in the FHV Industry	In FY2018, DFHV will research and develop a report that identifies the means to encourage more competition in the FHV industry. The report will identify at least ten regulatory, legislative or administrative requirements that can be eliminated to encourage fair competition in the FHV industry. For each recommendation, the report will identify expected outcomes and benefits.	09-30-2018
Enhance existing technology and systems for taxicab customer loyalty program	In FY2018, DFHV will enhance existing technology and systems to develop functionalities to allow taxicab companies to offer loyalty programs to their customers. These features will allow taxicab companies to encourage brand loyalty with riders by earning and redeeming points and offering promotions to repeat customers.	09-30-2018

Make strategic investments in innovative pilots and services	In FY18, DFHV will continue to invest part of its budget to encourage innovation in the FHV industry. DFHV will make grant opportunities available that encourage eligible FHV companies to use funding to test new types of service that solve transportation problems for stakeholders and also generate new rides into the FHV industry. The purpose of grant opportunities is to select one or more For-Hire Vehicle companies, owners and operators with current DFHV operating authority to participate in innovative pilot projects and partnership programs aimed at improving transportation equity, expanding economic opportunities, solving problems within the taxicab industry that benefit taxicab consumers, and fostering innovation.	09-30-2018
DFHV will include twelve user group sessions focused on paratransit	In FY18, DFHV will include twelve user group sessions focused on paratransit. Each user group will include an open listening session to elicit feedback from paratransit users and advocates. Feedback will be documented and considered for changes to existing programs, service planning and to resolve systemic service delivery issues for paratransit users.	09-30-2018
Tele-town halls for the FHV industry	In FY18, DFHV will conduct tele-town halls for the FHV industry, including four targeted to the taxicab driver community. These tele-town hall sessions will provide taxicab drivers the opportunity to give feedback to the agency about DFHV policies, services and programs, as well as insights from the field. DFHV will use tele-town halls to communicate with drivers about new initiatives, programs, opportunities or policy changes.	09-30-2018

Department of For-Hire Vehicles FY2019

Agency Department of For-Hire Vehicles

Agency Code TCO

Fiscal Year 2019

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

2019 Strategic Objectives

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

2019 Key Performance Indicators

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

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

2019 Operations

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

Operations Header	Operations Title	Operations Description	Type of Operations
COMPLAINTS	Resolves Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies and prepares notices of infraction for unresolved complaints.	Daily Service
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)			
RESEARCH	Research of For-Hire Vehicle Industry	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment and rulemaking.	Daily Service
INFORMATION TECHNOLOGY	Innovations and technology support	Provides innovative solutions and technology support.	Daily Service
Grants	Grants	Provide grants to improve economic opportunities for the For-Hire Vehicles (FHV) industry, including grant development and grant monitoring.	Daily Service
ACCOUNTS MANAGEMENT	Account Management	Reviews services provided to taxi and limousine companies, private_x000D_vehicles for-hire, and dispatch services for consistency and identifies issues and solutions. This_x000D_program proactively advises clients to minimize noncompliance, ensure clients are satisfied with_x000D_services being received, and reviews annual operating authority application.	Daily Service
3 - Create and maintain a highly efficient, transparent and responsive District government. (5 Activities)			
Driver/Customer Service	Driver service	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Company Services	Account management	Accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.	Daily Service
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service
MARKETING	Marketing	Engages the public, directs communications with stakeholders through multiple channels and promotes a positive brand association.	Daily Service
HEARINGS AND CONFLICT RESOLUTION	Hearings and Conflict Resolution	Conducts hearings adjudications, appeals, and any form of_x000D_conflict resolution including mediation.	Daily Service

2019 Workload Measures

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

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

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

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

Summary

This report by the Department of For-Hire Vehicles (DFHV) discusses important aspects of when, where, and how customers are using limousines in the Washington, D.C. metropolitan area, at the conclusion of the first year of the [Non-District Limousine \(NDL\) pilot program](#). Since 2016, the NDL program has expanded the size of the city's limousine market by reducing the barriers for Maryland and Virginia vehicles to provide full service in the city. At the same time, the program has improved data collection from these owners and operators. The period of early April 2017 to late March 2018 delineates our examination of the data reported voluntarily by NDL owners and operators, as well as the data required to be reported by D.C.-licensed taxicab and limousine owners and operators.

The report's findings are significant, reflecting our *first-ever* glimpse into the service trends and patterns of limousine service across the District and the surrounding jurisdictions. The Limo App allows the agency to include limousines in its data-based transportation planning and monitoring, which for many years has included taxicabs. This data adds limousines in the agency's common transportation planning and monitoring efforts, such as: assessing the times of day and periods – including special events and holidays – when riders hire limousines; learning the areas of the city where limousines pick and to which they travel; measuring the economic contributions limousines make to the for-hire industry; determining the interplay of limos with other for-hire services and with pedestrians and cyclists; measuring traffic conditions and flow; and finding new ways to increase safety.

The success of the NDL program is reflected in the five-fold increase in the number of limousines available to riders (as of March 2018), and in the utility of the Limo App's data metrics discussed below, which also applies to the data reported through the app by D.C.-licensed operators.

Background

As one of its core responsibilities for the public side of the for-hire industry, DFHV licenses limousine vehicles, operators, independent owner-operators, and companies based in the District. *See* D.C. Official Code § 50-301, *et seq.* Until recently, only D.C.-licensed vehicles bearing “L” tags from D.C. DMV were allowed to provide point-to-point service in the District. *See* 31 DCMR § 828 (“reciprocity rules”). Limousines from neighboring jurisdictions in Maryland or Virginia were allowed only to provide limited service: for trips starting in the District and ending in the other jurisdiction, or *vice-versa*. *See id.*

DFHV determined, however, that this limitation is incongruent with the Department's goals of increasing competition, expanding consumer choice, addressing inequities and barriers to entry between services, and improving customer experiences across the for-hire spectrum. Therefore, the agency expanded the number of limousines authorized to provide full service through the NDL program, to reduce the barriers for Maryland and Virginia limousines to participate in the market while improving data collection. In June 2016, DFHV began offering special event permits to limousines, allowing them to provide limited point-to-point service in the District during the Metro SafeTrack repair program. Using this experience as a model, DFHV initiated the NDL pilot with 300 vehicles in April 2017. In June 2017, DFHV expanded the pilot into an ongoing program in which as many as 2,000 vehicles now participate. NDL participants are now required to use the Limo App, same as D.C.-licensed owners and operators.

The Limo App is providing valuable transportation data

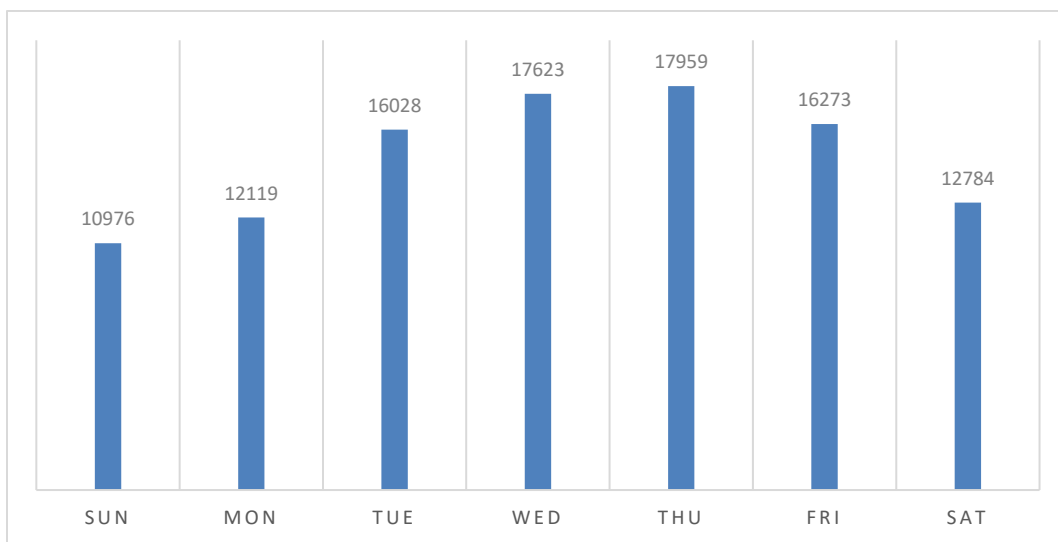
The Limo App is easily installed on a tablet or mobile phone. From early April 2017 through late March 2018, limousines have submitted over 100,000 trips through the app. In that time period, DFHV received trip data from 733 unique vehicles. These trip records include information such as: vehicle, driver, start and end times, start and end location, and fare information. The information reported through the app

includes: vehicle information, driver information, the number of passengers, pick up date and time, pick up location (including GPS coordinates), drop off date and time, drop off location (including GPS coordinates), miles traveled, and fare information. No personal information – such as passenger name – is collected.

Metric: Time and Day of Trip

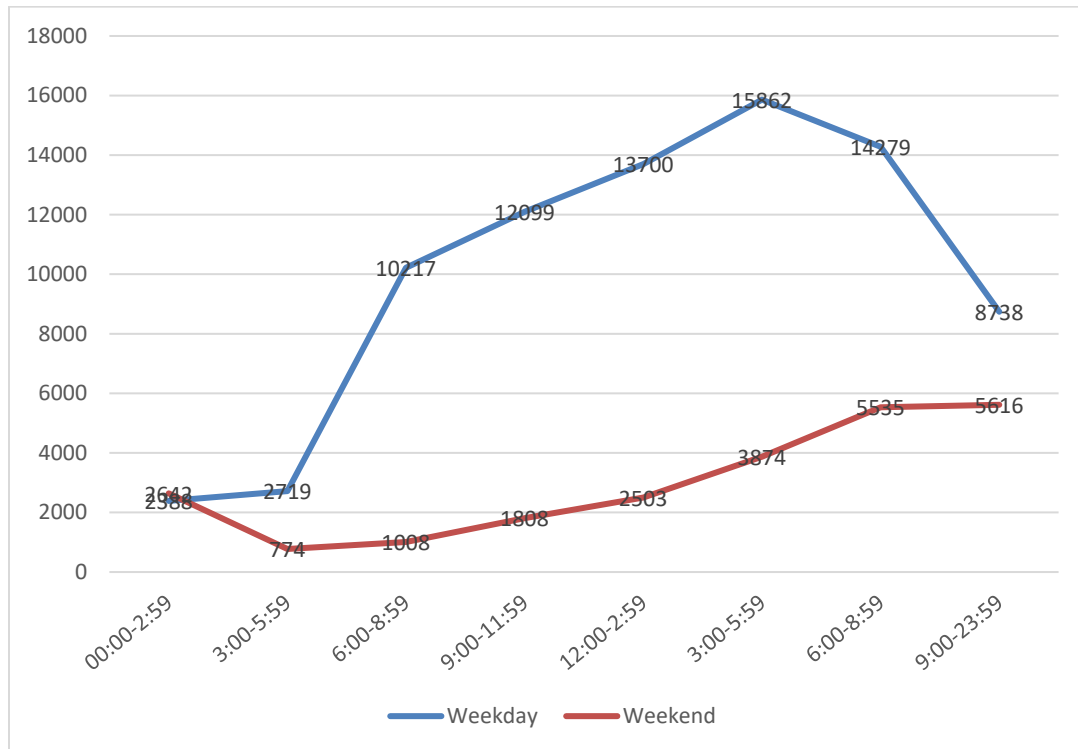
Looking at the data, we found that, overall, weekdays are most popular for limousine trips. Weekday trips account for 77.1% of all limousine trips recorded. Thursday has the highest number of trips of any days of the week, while Sunday has the lowest number of trips of any of the days of the week. For weekday trips, Monday is the least popular day with almost 48% fewer trips than the most popular day. For weekend trips, Saturday is slightly more popular day for trips with 14% more trips than on Sunday.

Chart 1: Trips by Day of the week



In addition, DFHV can use the trip data to discern trends about the time of day that passengers use limousine. For the purposes of the analysis, trips are sorted by the pickup time within the trip record and show distinct patterns for weekday versus weekend travel. On weekdays, passengers ride throughout the day with 83% of all trips occurring between 6:00 am and 9 pm covering morning and afternoon rush hours, the workday and early evening. Weekday trips peak between 3:00-6:00 pm. There is a steep decline in the overnight hours (12:00 midnight to 6:00 am) with only 6% of all weekday rides occurring those hours. On weekends, limousine traffic is lower throughout the day but increases in the late afternoon through the late-night hours. Weekend limousine trips peak in the evening hours between 6:00 pm and midnight with 47% of all weekend trips occurring these hours.

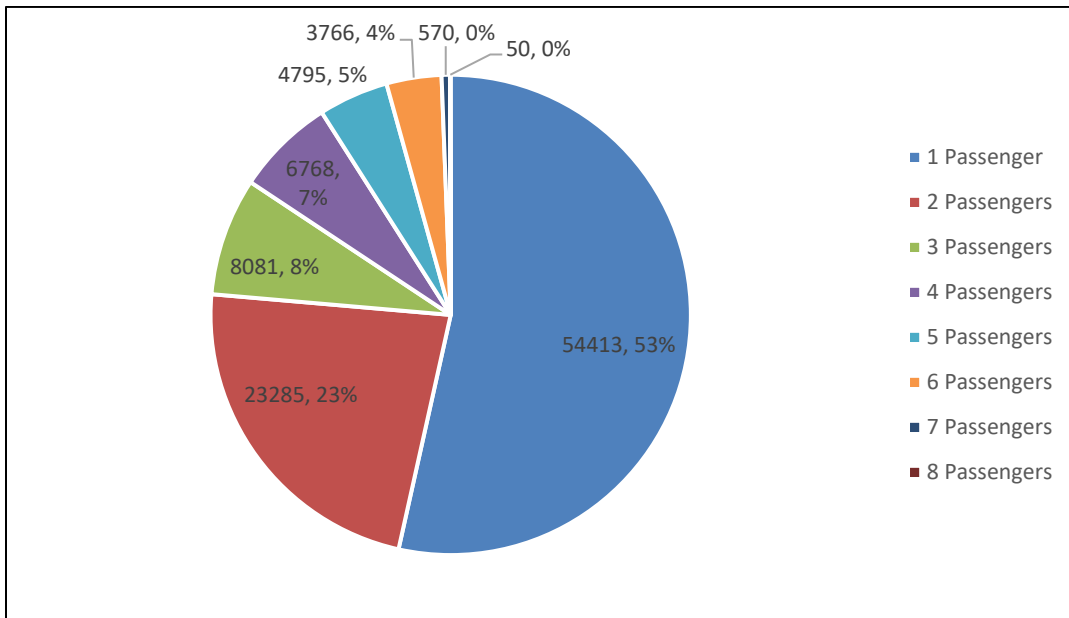
Chart 2: Number of trips by time of day



Metric: Number of Passengers

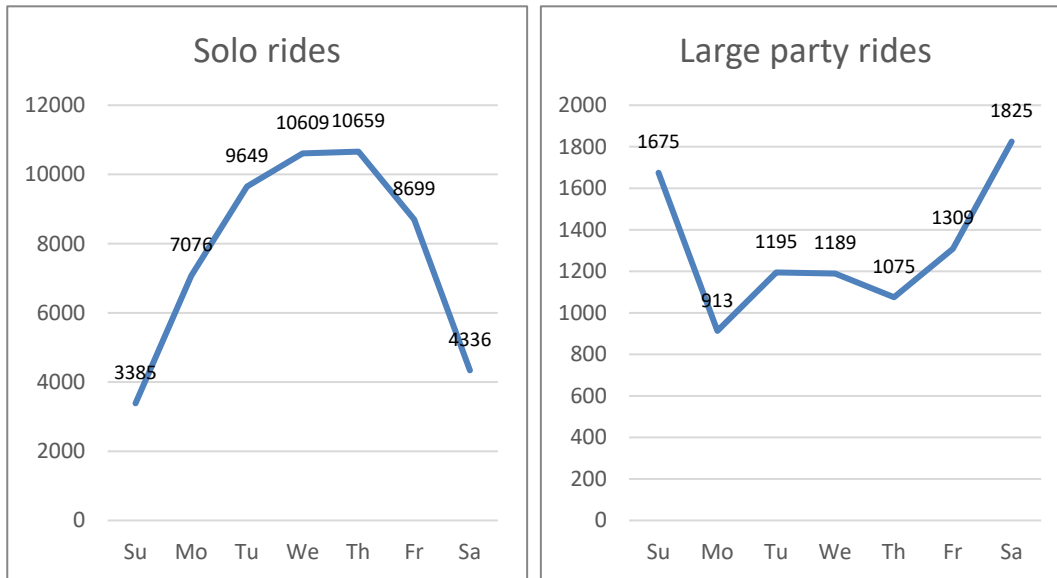
The Limo App requires drivers to enter a passenger count for each trip. The data show that about 47% of all rides have multiple passengers. Further, While less than half of all trips are multi-passenger trips, about 9% of all trips are large party trips (5-8) passenger trips.

Chart 3: Passengers per vehicle



With further analysis of the trip data, however, DFHV can glean further insights about solo passenger trips versus large party trips (6-8 passengers). For example, solo passenger limousine rides average 10.02 miles per trip and large party trips average 5.39 miles per trip. Limousine trip data also shows distinct trends regarding the day and time of day travel preferences for solo passenger rides versus large party rides. Solo passenger trips largely occur during the day time hours, with 72% of trips occurring between the hours of 6:00 am and 7:00 pm. Large party trips occur later in the day, with 62% of trips occurring between 3:00 pm and 12:00 midnight. Solo passengers and large parties also show a distinct trend for preferences for days of the week, with solo rides being more popular on the weekdays and large party trips being more popular on the weekends.

Chart 4: Solo passenger and large party trips by day of the week



Metric: Geography & Distance

With the introduction of the Limo App, DFHV can now see where and how far passengers are travelling in limousines. It is noteworthy that most of the vehicles using the app are participants in the NDL program. These are largely out-of-state vehicles that are now able to run point-to-point trips within the District, in addition to trips that originate or end in the Maryland or Virginia. Also, this means that the trip data represents a portion of the overall limousine market as DFHV also registers DC-based limousine companies and operators for service that may not be using the DFHV Limo App.

First, the average trip in limousine was 6.88 miles. For trips with mileage in the trip record, 90% of those trips were twenty miles or less. In addition, with detailed trip data, DFHV is able to measure the number of trips originating and ending in the District, Maryland and Virginia. In this first year of trip data collection, data show that nearly two-thirds of trips are point-to-point trips within the District. This suggests that the NDL program has had a positive impact on companies participating in the NDL program by providing additional business opportunities. In addition, the NDL program has impacted District residents and visitors by providing more and diversifying transportation options for trips within the District and the region.

Chart 5: Trips by mileage range

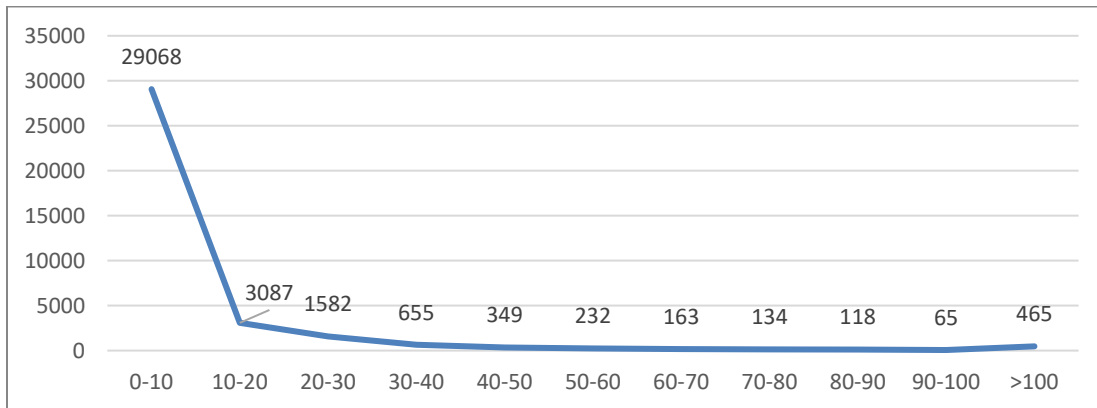


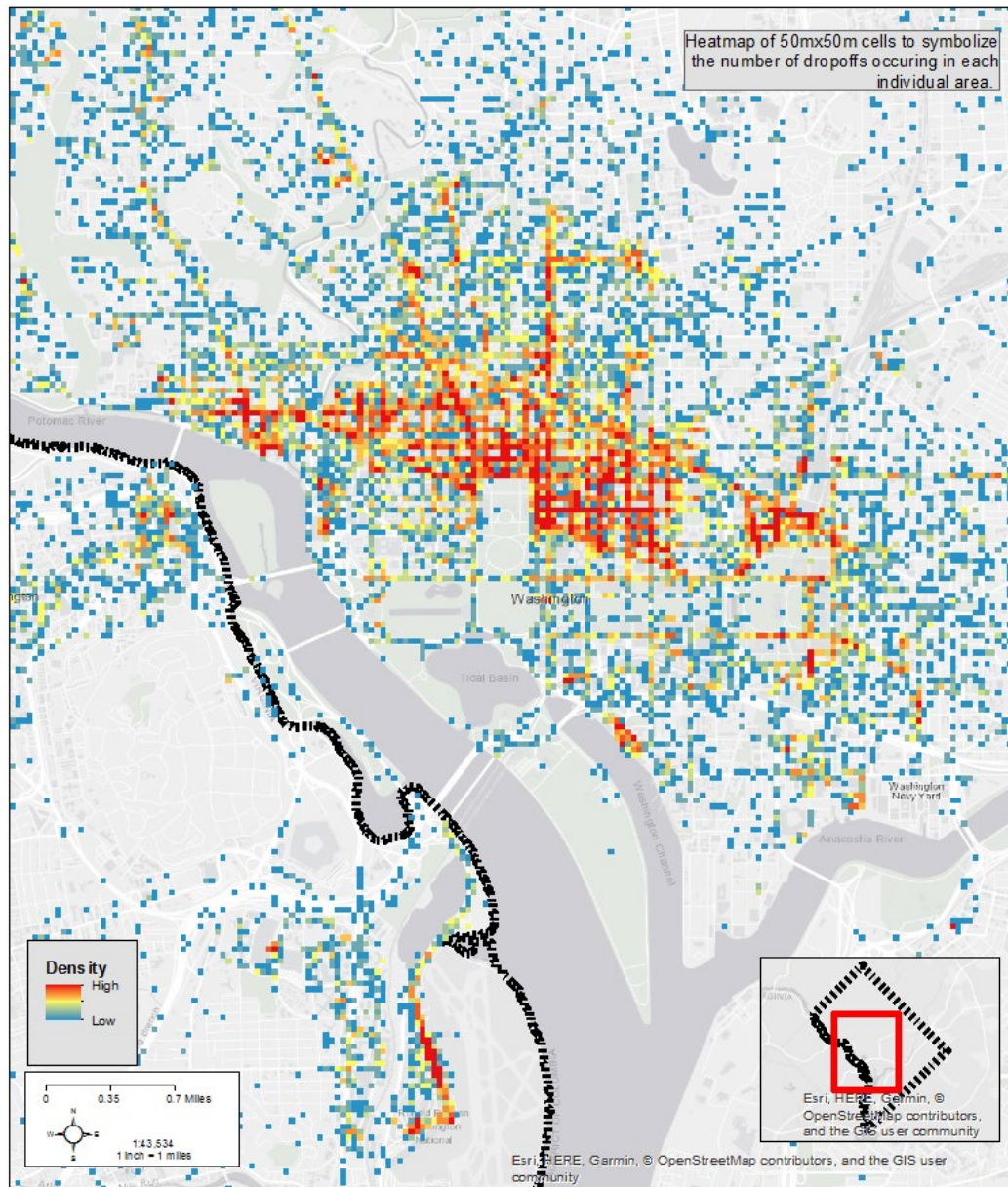
Table 1: Count of Trips by Origin and Destination

Origin to Destination	
DC to DC	62,411
DC to MD	3,434
DC to VA	13,641
MD to DC	1,812
MD to MD	1,240
MD to VA	676
VA to DC	9,091
VA to MD	475
VA to VA	4,589
TOTAL	97,369

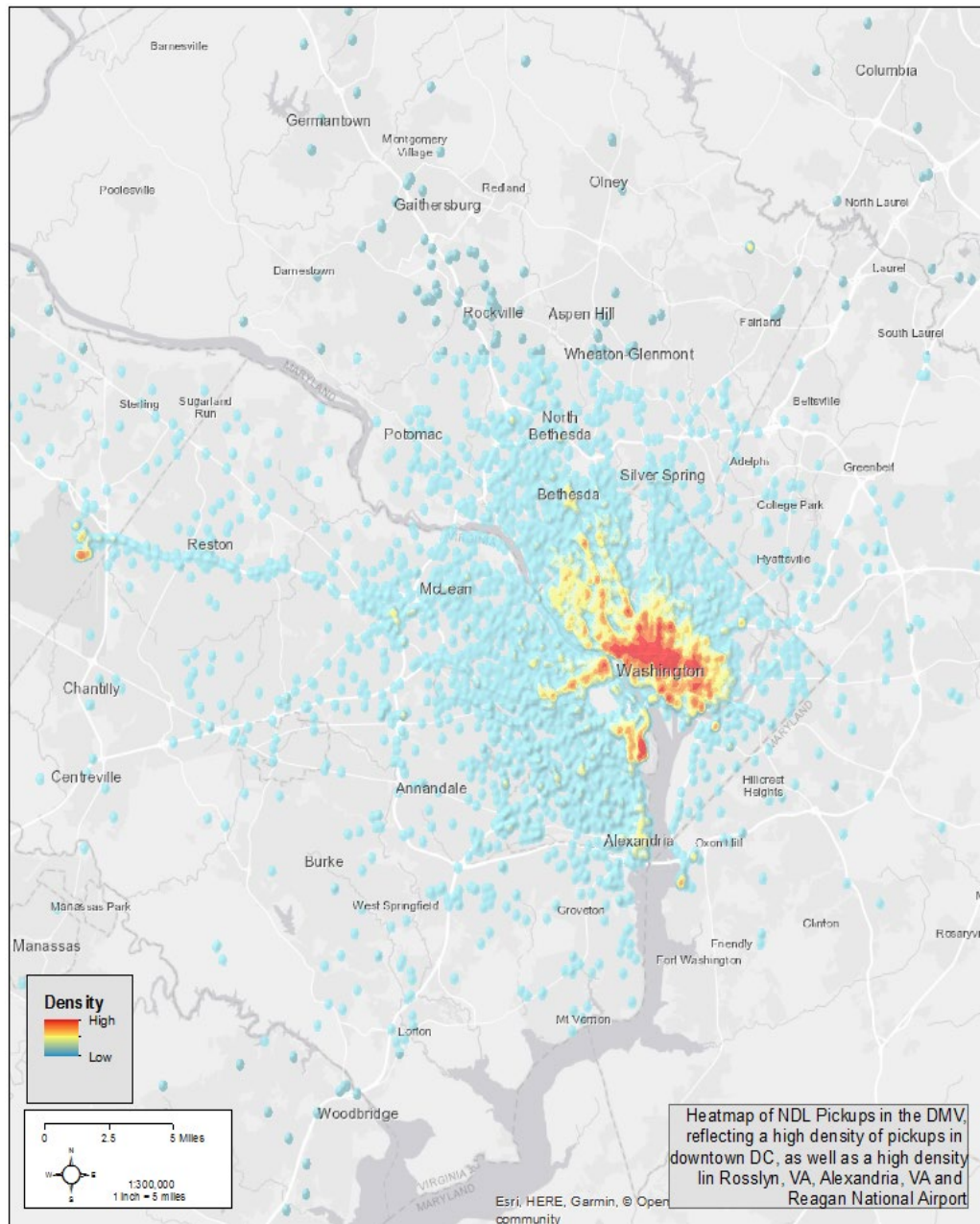
Similar to what is reflected in taxicab data, central Washington, D.C. remains the most active area for pick up and drop off activity. As indicated in Map 1 below, central neighborhoods south of M Street and Massachusetts Avenue including the Downtown, Foggy Bottom, Georgetown and Penn Quarter/Chinatown show the most significant activity. In addition, major arteries such as Wisconsin Avenue, Connecticut Avenue, 14th Street, NW and Massachusetts Avenue show significant drop off activity. Union Station is also a significant drop off point in central D.C.

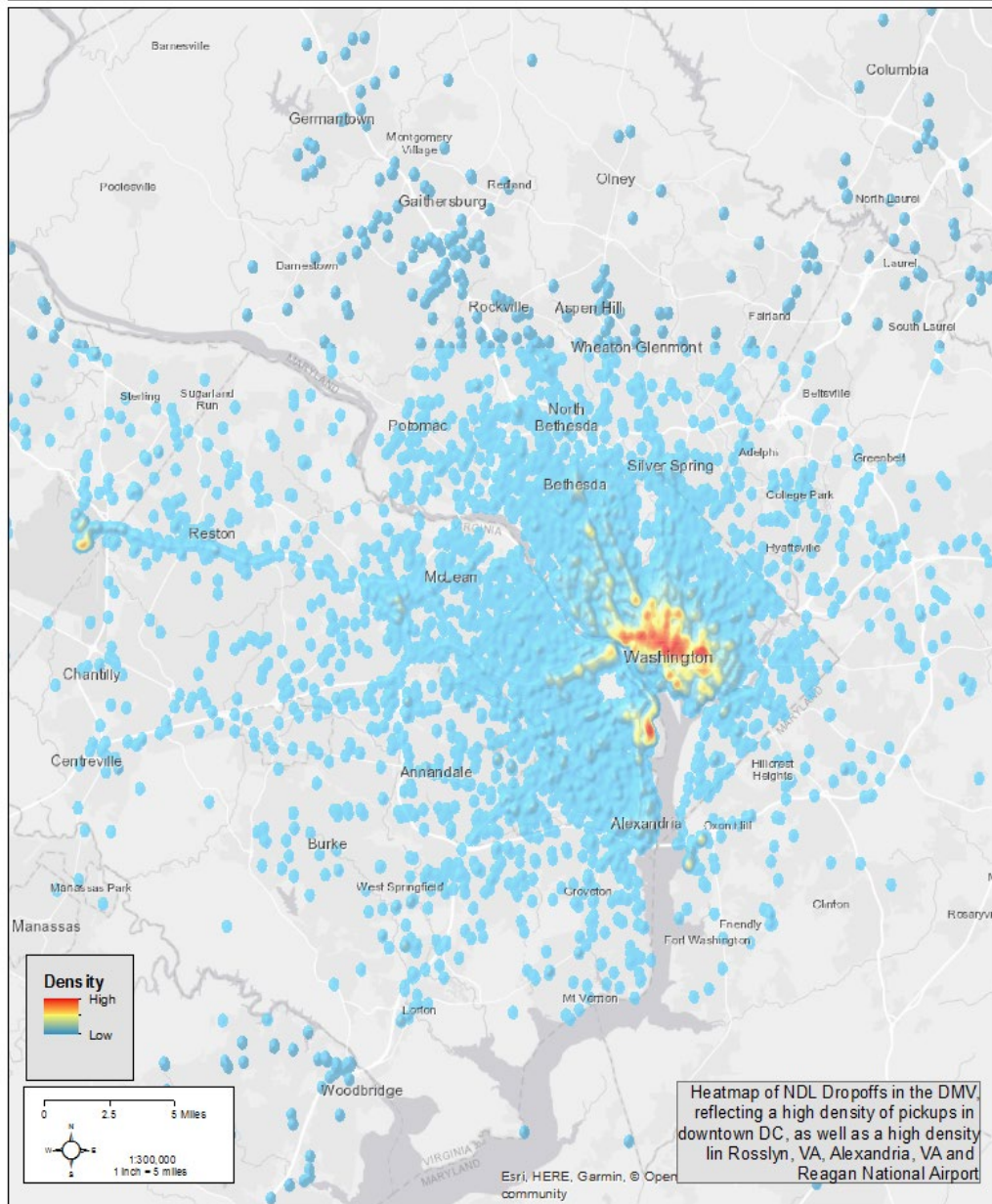
Across the region, as shown in maps 2 and 3 below, there are additional concentrations of pickup and drop off activity in Arlington, Alexandria and Ronald Reagan National Airport. Other areas showing higher than normal and pick up activity include the national Harbor area, Tysons Corner and Dulles airport. Pickups are greater concentrated in central D.C., while drop offs show more disbursement across the region. Jurisdictions outside the District served by District Limousines include Montgomery, Prince George's and Howard counties in Maryland and Fairfax, Loudon, Arlington and Prince William counties and Falls Church and Alexandria cities in Virginia.

Map 1: Popular Drop Offs in Central Washington, D.C.



Maps 2 & 3: Distribution of pickups (first map) and drop offs (second map) throughout the region.



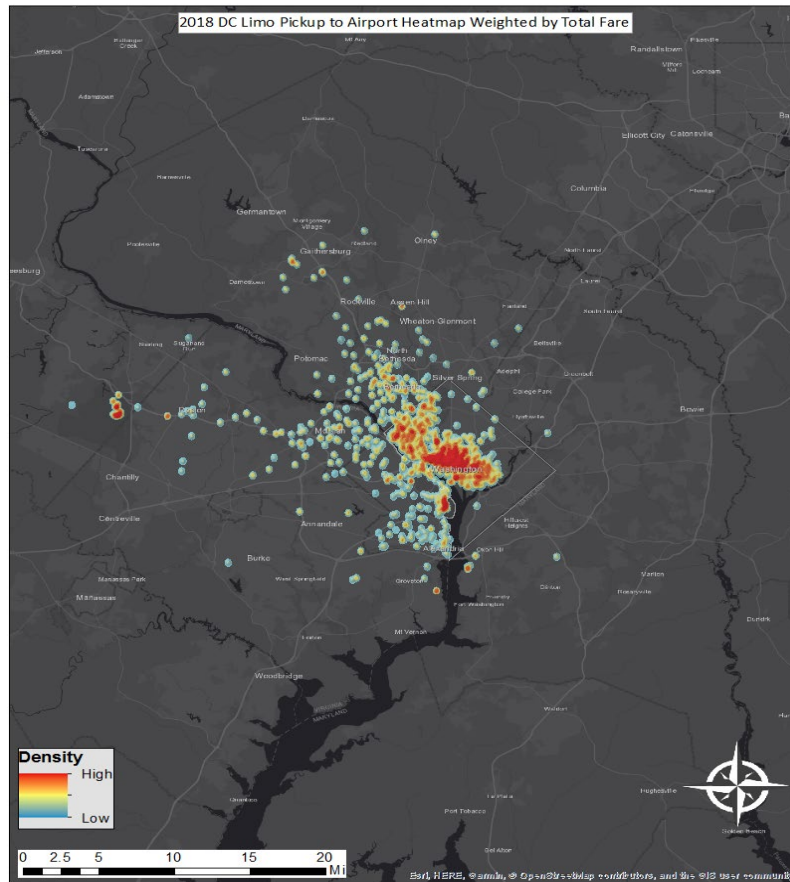


In addition, metropolitan area airports represent popular destinations, with nearly 20% of trips including a pick up or drop off at an area airport. Limousine trips *to* airports are significantly more popular than limousine trips *from* airports – by a nearly 2.5:1 ratio. Passengers picked up at area airports travel through the region, although the greatest concentration of trips is to central D.C.

Table 2: Airport pickups and drop-offs

Airport Trips	
To Airport:	12,552
FY17	8,483
FY18	4,466
From Airport:	4,978
FY17	2,401
FY18	2,577
TOTAL	20,328

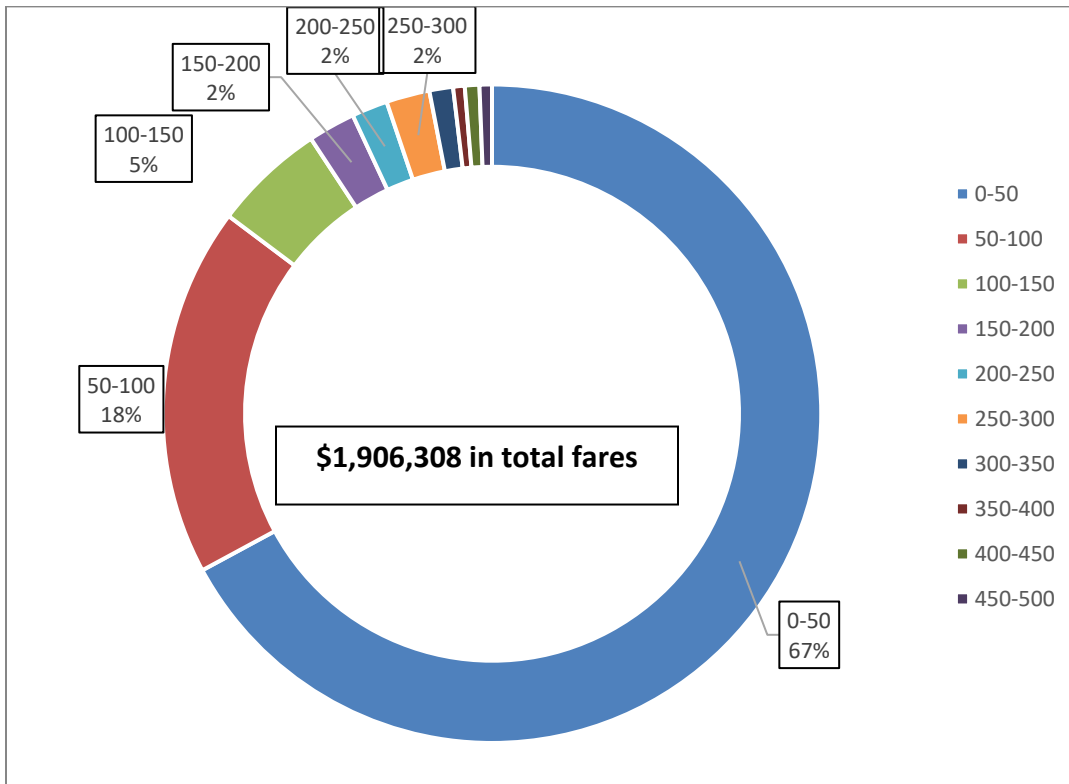
Map 4: Destinations of passengers picked up from airports



Metric: Economic Impact (Fares)

Since the inception of the Limo App and the collection of data, limousines have recorded over \$1.9 million in fares on a total of 76,794 trips that record a fare between \$1-\$500. For trips reporting fare data, 91% reported fares of \$50 or less, and 67% of the fares collected were for trips of 50 miles or less in distance.

Chart 6: Total fares collected



The average fare for all trips is \$25.83. There is a variance, however, among trips related to the origination point of the trip, and whether it is point-to-point or crosses a jurisdictional boundary. Generally speaking, trips with a origination or destination outside the District have higher fares, and, among those, the ones with the highest of all are those that originate in the District and end in either Maryland or Virginia. Point-to-point trips – entirely within the District – have the lowest average fare, at \$19.10 per trip; these are the most abundant trips, comprising more than two-thirds of all trips.

Table 3: Average fares based on origination and destination

Originating Jurisdiction	Average Fare per Trip (pick up)	Average Fare per Trip (drop off)
VA	\$35.80	\$39.91
MD	\$39.74	\$44.71
DC	\$23.30	\$21.36

Table 4: Average fares for intra- and inter-jurisdiction trips

	Average Fare per Trip
DC to DC	\$19.10
MD/VA to DC	\$34.54
DC to MD/VA	\$41.08

Metric: Companies & Vehicles

Since the launch of the NDL pilot, over 800 companies and independent operators have taken advantage of the streamlined process to register vehicles to provide point-to-point service in the District. Combined with the District-licensed limousines, there are now over 1,500 vehicles authorized to provide limousine service in Washington, D.C. Among the vehicles used to provide limousine service, the Chevrolet Suburban comprises more than one-third, making it by far the most popular vehicle in use by companies and owner-operators for this segment of the industry.

Chart 7: Companies with most trips (October 2017 to March 2018)

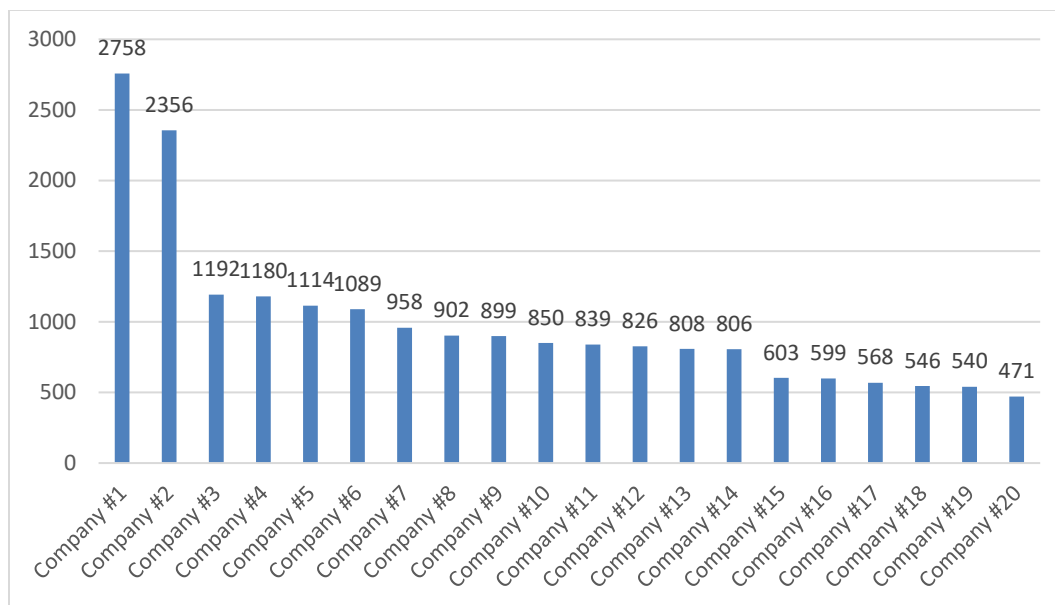
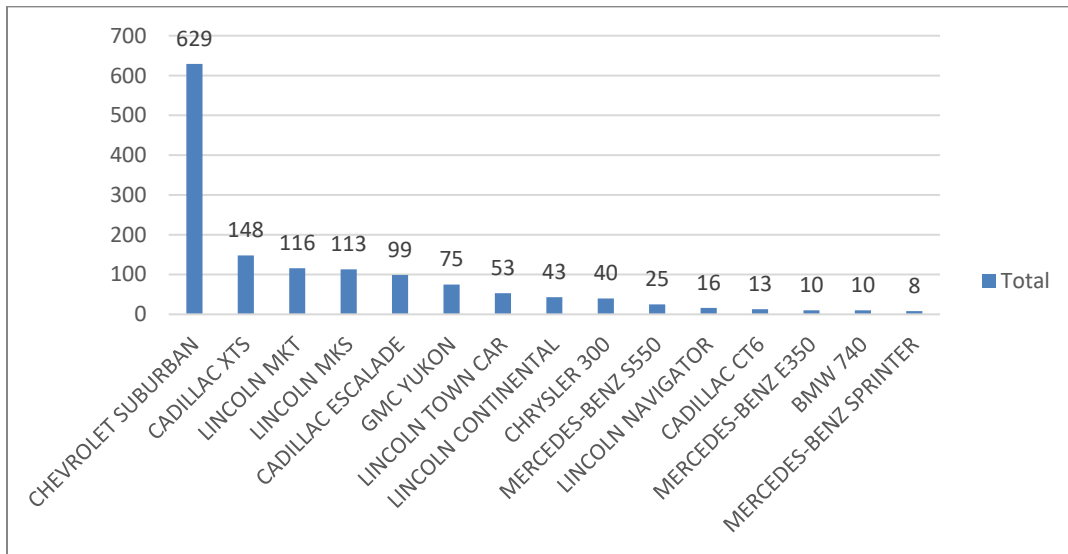


Chart 8: Most popular vehicles for limousine service in Washington, D.C.





OFFICE OF REGULATORY POLICY & PLANNING

SURVEY OF TNC FEES

ERNEST CHRAPPAH

Director

JACQUES P. LERNER

Senior Policy Advisor


May 29, 2018

SURVEY OF TNC FEES

The following table reflects a survey of license application fees and operating fees imposed by statute and regulation on transportation network companies (“TNCs”, known in Washington, D.C. as “private vehicle-for-hire” companies and “private sedan businesses”) by selected state and municipal jurisdictions, including the District of Columbia. This survey is intended to inform public and industry discussion of TNC fees and related requirements.

About DFHV’s Office of Regulatory Policy & Planning: The Office develops regulatory policy, advises the agency head and staff on for-hire policy issues, provides guidance on regulatory requirements, conducts research on and assembles surveys on for-hire issues, streamlines the Department’s internal policies and procedures, and maintains the DFHV Knowledgebase.

May 29, 2018

 Government of the District of Columbia Department of For-Hire Vehicles	California	Chicago	Colorado	Maryland	Massachusetts	Missouri	New York State	North Carolina	Philadelphia	Texas	Toronto	Virginia	Washington, D.C.
TNC FEES													
Licensing fees	\$1,000 initial (3 years); \$100 renewal (3 years)	\$10,000 annually	\$111,250 annually	N/A	N/A	\$5,000 annually	\$100,000 initial (1 year); \$60,000 renewal (1 year)	\$5,000 annually	\$50,000 annually	\$10,500 initial (1 year); \$7,500 renewal (1 year)	\$20,000 CAD annually	\$100,000 (or \$20/driver) initial (1 year); \$60,000 (or \$20/driver) (1 year)	\$25,000 initial (2 years); \$1,000 renewal (2 years); App co (DDS): \$500 biennially
Operating fees	0.33% of gross revenue plus \$10 quarterly	Per trip: Admin fee \$0.02; Ground transp tax \$0.55 (\$0.60 as of Jan 1 2019); \$0.10 ride in non-wheelchair accessible vehicle	N/A	\$0.25 per trip	\$0.20 per trip plus apportioned share of DPU's expenses for TNC oversight	N/A	4% of gross trip fare	N/A	1.4% of gross receipts	N/A	13% sales tax per trip	N/A	1% of gross revenue
REFERENCES													
Agency	Public Utility Comm	Dept of Business Affairs and Consumer Protection (BACP)	Dept of Regulatory Agencies - Public Utility Comm	Public Service Comm	Dept of Public Utilities, TNC Division	Dept of Revenue, Motor Vehicles Bureau	Dept of Motor Vehicles	Dept of Motor Vehicles	Parking Auth, Taxicab & Limousine Division	Dept of Licensing & Regulation	City of Toronto	Dept of Motor Vehicles	Department of For-Hire Vehicles
Statutory authority	Calif Public Utilities Code §§ 5430 – 5443	Chicago Mun Code Ch 9-115	Colo Senate Bill 2014-125	Md. Code Ann., Pub. Util. § 10-101 et seq	Mass General Laws Ch 159A1/2: TNCs	Missouri State Code Title XXV, Ch 387 (8-28-17)	NY Consol Laws Art. 44-B (6-29-17)	NC Gen Stat Ch 20 - Motor Vehicles - Art 10A	Penn Consol Statutes Title 53 Ch 57A	Texas HB 100, 85th Reg Sess	City of Toronto, By-Law 575-2016	Code of Virginia, Art. 15	DC Official Code § 50-301.29a-29g
Regulations	Decision Adopting Rules And Regulations To Protect Public Safety ...	Transportation Network Providers Rules (1-1-17)	Code of Colo Regs 4, CCR 723-6 (1-30-16)	Code of MD Reg. Title 20 (20.95.01.03 et seq)	220 CMR 274.00: Transportation Network Companies	N/A	N/A	N/A	N/A	Regulations: 16, Texas Admin Code, Ch 95 (12-1-17)	N/A	N/A	31 DC Mun Reg Ch. 19
Additional resources	TNC Application Form: Decisions and Statutes applicable to TNC operations	TNP License Fact Sheet	Colorado Legislative Council Staff Memo (1-1-17)	TNC Application Package (June 2017)	Section 23: Division for the administration ... of Ch 159A 1/2: funding from surcharge on TNCs	Application for a Missouri Transportation Network Company License	Technical Memorandum - TNC Assessment Sales Tax (1-23-17)	N/A	Application for TNC License (Nov. 2016)	N/A	N/A	Virginia TNC Manual	DDS Application: TNC (Private Sedan Business) Application; DDS Bond Application
Additional resources (continued)	N/A	Illinois TNP Act, 625 ILCS 57/1	N/A	N/A	MOU between Dept of Public Utilities and TNCs regarding certification and oversight of drivers	How do I become a Missouri licensed Transportation Network Company (TNC)?	N/A	N/A	N/A	N/A	N/A	TNC Frequently Asked Questions	N/A
	N/A	Chauffeur license reqd (thru TNC)	N/A	TNO or Passenger for Hire license req'd (thru TNC)	Required background clearance through Dept of Public Utilities, TNC Division	N/A	Does not include New York City, which does not allow TNCs.	N/A	Regulations pending as of 2017	N/A	Drivers must have VFH license thru City of Toronto	N/A	DDS bond required to secure payment of 1% gross receipts

Attachment #13c - Taxicab Ratings



Government of the District of Columbia
Department of For-Hire Vehicles

FY 2018 Taxicab Trip Ratings As of September 30, 2018

Last summer DC taxis began a transition to an all new digital platform as part of a modernization program aimed at improving the customer experience and reducing the operating cost for taxis. The digital platform, among other capabilities like advance fare estimates, enables riders to rate their ride experience on a 5 point scale similar to ridesharing. Below are the findings from analyzing trips with ratings. Your opinion matters to us so next time you ride in a cab don't forget to tell us about your experience.



Attachment #14 - SALARIES OVER \$100,000

Employee Name	Position Number	Position Title	Program	Activity	Salary	Fringe
Ernest Chrappah	00002376	Director	1000	1090	180,840.86	40,146.67
Monique Bocock	00083656	Supvy. Attorney Advisor	1000	1060	153,734.40	34,129.03
Rehva Jones	00031838	Chief of Operations	2000	4010	149,940	33,286.68
Shirley Kwan-Hui	00076702	Chief of Staff	1000	1090	163,845.39	36,373.67
Dory Peters	00082578	Special Assistant	1000	1060	104,252	23,143.94
Babatunde Oluremi Awojoodu	00093444	Compliance Specialist	1000	1090	109,710	24,355.62
Karl Muhammad	00084825	Account Manager	2000	2040	109,710	24,355.62
Chun-Ping Lee	00084854	Account Manager	8000	8020	113,531	25,203.88
Khadija Fuller	00084834	Supvy. Contract Administrator	1000	1090	114,240	25,361.28
Gerald Kasunic	00001132	Admin Officer	2000	2080	114,515.40	25,422.42
Michael Tietjen	00086289	Program Manager	1000	1090	120,677.48	26,790.40
Tanya Ricks	00082577	Supervisory HR Specialist	1000	1010	122,875	27,278.25
Eric Ampedu	00014703	Supvy. Mgr. Program Analyst	4000	4010	126,072	27,987.98
Neville Waters	00075712	Public Relations Specialist	7000	7010	126,423	28,065.91
Kim Davis	00051375	Client Relations Manager	8000	8010	127,461.94	28,296.55
Charles Lindsay	00084852	Account Manager	2000	2040	129,646	28,781.41
Andrew Patricio	00084826	Supvy. IT Specialist	1000	1040	146,582.16	32,541.24
David Do	00002376	Interim Director	1000	1090	158,379	35,160.14
Jacques Lerner	00086163	Senior Policy Advisor	2000	2060	162,705.37	36,120.59
Dennis Starks	00082578	Supvy. Vehicle	4000	4010	111,425	24,736.35

Attachment #14 - SALARIES OVER \$100,000

		Inspection Officer				
Sohail Soleiman	00085295	CIO	1000	1040	159,515	35,412.33

Department of For-Hire Vehicles (TC0)
Fiscal Year 2018 and 2019 Overtime Payments to Employees

1) FY 2018

Name	Position No.	Title	Program	Program Title	Activity	Annual Salary	Benefits	Overtime Amount
Glover,Brian H	00085275	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	58,267.00	12,935.27	5,097.05
Wren-Perkins,Nettina C	00070924	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	58,267.00	12,935.27	5,023.32
Bears,Kalvin G	00085277	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	60,472.00	13,424.78	4,775.55
Fludd,Anthony	00084827	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	79,169.34	17,575.59	4,669.38
Edwards,Clarissa	00075210	Customer Service Specialist	8000	CLIENT SERVICES	8010	63,835.00	14,171.37	4,410.11
Mann,David	00070925	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	52,099.00	11,565.98	3,996.89
Evans,Timothy C	00070215	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	77,059.00	17,107.10	3,796.67
Lane,James A	00085279	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	70,831.00	15,724.48	1,929.28
Smallwood,Stefanie	00083625	Program Analyst	8000	CLIENT SERVICES	8010	51,155.00	11,356.41	1,511.75
Morgan,William	00085298	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	50,557.00	11,223.65	1,428.66
Conrad Sr.,James M	00014528	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	72,907.00	16,185.35	1,181.11
Pollard,Andrew H	00070216	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	47,473.00	10,539.01	1,174.31
Shepperd,Olga D	00020238	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	47,473.00	10,539.01	608.55
Gibson,Cherell D	00085297	PUBLIC VEHICLE ENFORCE INSPEC	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	58,267.00	12,935.27	502.26
Thornton,Jonathan C.	00085251	STAFF ASST	1000	AGENCY MANAGEMENT	1040	47,224.00	10,483.73	238.39
Jones,Rehva D	00031838	Chief of Operations	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	149,940.00	33,286.68	212.02
Goodwin,Wanda T	00023061	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	67,324.00	14,945.93	185.55
Benson,Andraea D	00085282	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	63,898.00	14,185.36	178.79
Hudgins,Marques D	00022000	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	52,099.00	11,565.98	10.97
Total Overtime Paid								40,930.61

2) FY 2019

Name	Position No.	Title	Program	Program Title	Activity	Annual Salary	Benefits	Overtime Amount
Lane,James A	00085279	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	70,831.00	15,724.48	2,577.67
Evans,Timothy C	00070215	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	77,059.00	17,107.10	2,262.65
Edwards,Clarissa	00075210	Customer Service Specialist	8000	CLIENT SERVICES	8010	63,835.00	14,171.37	1,896.11
Fludd,Anthony	00084827	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	79,169.34	17,575.59	1,884.08
Martin,Carl E	00085454	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	79,933.33	17,745.20	960.74
Mann,David	00070925	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	52,099.00	11,565.98	935.98
Bowden,Mia	00085452	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	79,933.33	17,745.20	691.73
Wren-Perkins,Nettina C	00070924	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	58,267.00	12,935.27	645.59
Gibson,Cherell D	00085297	PUBLIC VEHICLE ENFORCE INSPEC	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	58,267.00	12,935.27	641.57
Smith,Roxanne	00084853	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	62,185.00	13,805.07	358.76
Morgan,William	00085298	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	50,557.00	11,223.65	97.23
Glover,Brian H	00085275	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	58,267.00	12,935.27	84.04
Smallwood,Stefanie	00083625	Program Analyst	8000	CLIENT SERVICES	8010	51,155.00	11,356.41	82.67
Gibson,Ron Treece M	00085292	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	55,183.00	12,250.63	82.12
Bears,Kalvin G	00085277	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	60,472.00	13,424.78	76.78
Shepperd,Olga D	00020238	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	47,473.00	10,539.01	68.47
Hudgins,Marques D	00022000	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	52,099.00	11,565.98	65.80
Benson,Andraea D	00085282	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	63,898.00	14,185.36	59.79
Goodwin,Wanda T	00023061	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	67,324.00	14,945.93	48.55
Pollard,Andrew H	00070216	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	47,473.00	10,539.01	19.18
Total Overtime Paid								13,539.51

Department of For-Hire Vehicles (TC0)
Fiscal Year 2018 and 2019 List of Employee Bonuses and Special Award Payments

A) Bonuses

1 - FY 2018

Employee Name	Bonus Paid	Bonus Paid
Bocock, Monique	2,691.90	Bonus paid pursuant to the Legal Services Act.
Mingal, Adam Branden	2,074.56	Bonus paid pursuant to the Legal Services Act.
	4,766.46	

2 - FY 2019

There are no bonuses paid in FY 2019, to date.

B) Special Award Payments

There are no special award payments made in FY 2018 and FY 2019, to date.

COMPENSATION AGREEMENT

BETWEEN

THE DISTRICT OF COLUMBIA

AND

THE OFFICE OF THE ATTORNEY GENERAL

AND

THE AMERICAN FEDERATION OF GOVERNMENT

EMPLOYEES, LOCAL 1403,

AFL-CIO

EFFECTIVE OCTOBER 1, 2017 THROUGH SEPTEMBER 30, 2020

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PREAMBLE

This Compensation Agreement (Agreement or Compensation Agreement) is entered into between the District of Columbia and the American Federation of Government Employees, Local 1403, (Union) (herein after jointly referred to as the parties) the sole and exclusive collective bargaining representative of unit employees comprising Compensation Unit 33, as certified by the Public Employee Relations Board (PERB).

ARTICLE 1 RECOGNITION

AFGE Local 1403 is recognized as the sole and exclusive collective bargaining representative for the bargaining units set forth in PERB Certification No. 121 and PERB Certification No. 133.

ARTICLE 2 WAGES

	FY 2018	FY 2019	FY 2020
% Increase	1.8%	1.8%	1.8%

SECTION A – FY 2018:

The A-35 salary schedule for all bargaining unit employees will be increased by one and eight-tenths percent (1.8%) effective the first day of the first full pay period commencing on or after October 1, 2017.

SECTION B – FY 2019:

The A-35 salary schedule for all bargaining unit employees will be increased by one and eight-tenths percent (1.8%) effective the first day of the first full pay period commencing on or after October 1, 2018.

SECTION C -- FY 2020:

The A-35 salary schedule for all bargaining unit employees will be increased by one and eight-tenths percent (1.8%) effective the first day of the first full pay period commencing on or after October 1, 2019.

The Union has agreed to forego any adjustments coming from the District's Classification and Compensation initiative for the term of this Agreement.

**ARTICLE 2A
BONUSES**

SECTION A -- FY 2018:

Each employee who receives an "Excellent" or substantially similar rating for the evaluation period ending August 31, 2017, shall receive a one and a half percent (1.5%) bonus. Each employee who receives an "Outstanding" or substantially similar rating for the evaluation period ending August 31, 2017, shall receive a two percent (2%) bonus. Bonus payments shall be paid to each qualified employee within the second quarter of the fiscal year beginning October 1, 2017, and in no event later than March 31, 2018. If Employer has not conducted a performance review for an employee by December 31, 2017, the employee shall be entitled to the bonus amount for FY 2018, established by the rating in the most recent annual performance evaluation, if any.

SECTION B -- FY 2019:

Each employee who receives an "Excellent" or substantially similar rating for the evaluation period ending August 31, 2018, shall receive a one and a half percent (1.5%) bonus. Each employee who receives an "Outstanding" or substantially similar rating for the evaluation period ending August 31, 2018, shall receive a two percent (2%) bonus. Bonus payments shall be paid to each qualified employee within the second quarter of the fiscal year beginning October 1, 2018, and in no event later than March 31, 2019. If Employer has not conducted a performance review for an employee by December 31, 2018, the employee shall be entitled to the bonus amount for FY 2019, established by the rating in the most recent annual performance evaluation, if any.

SECTION C -- FY 2020:

Each employee who receives an "Excellent" or substantially similar rating for the evaluation period ending August 31, 2019, shall receive a one and a half percent (1.5%) bonus. Each employee who receives an "Outstanding" or substantially similar rating for the evaluation period ending August 31, 2019, shall receive a two percent (2%) bonus. Bonus payments shall be paid to each qualified employee within the second quarter of the fiscal year beginning October 1, 2019, and in no event later than March 31, 2020. If Employer has not conducted a performance review for an employee by December 31, 2019, the employee shall be entitled to the bonus amount for FY 2020, established by the rating in the most recent annual performance evaluation, if any.

**ARTICLE 2B
SATURDAY AND HOLIDAY PAY**

Effective FY 2018, attorneys who are required to work on Saturdays or holidays to provide court coverage will receive straight time pay for all hours worked. Disbursements for Saturday and holiday pay will not exceed \$65,000.00 for any fiscal year of this Agreement. After disbursements reach \$65,000.00 in any one fiscal year, attorneys who are required to work on

Saturdays or holidays for the remainder of that fiscal year will receive compensatory time for the number of hours actually worked.

ARTICLE 3 BENEFITS COMMITTEE

SECTION A – General:

The parties herein agree to establish a Benefits Committee for the purpose of addressing the benefits of bargaining unit employees represented by the Union. The Union shall select two representatives to serve on the committee. The District of Columbia Human Resources office shall appoint at least one committee representative with authority to make benefits decisions. Within thirty (30) business days following the Council of the District of Columbia's approval of this Agreement, the Union shall contact DCHR's Associate Director of the Benefits and Retirement Administration to establish the Benefits Committee and meet to hold an initial meeting to review current benefits. Subsequently, the Benefits Committee shall meet at least twice during the 6-month period immediately prior to the expiration of any of the District of Columbia contracts for benefits implicated herein that is prior to the formal solicitation of bids from providers for such contracts as provided for in Section C3 below.

SECTION B – Purpose:

The purpose of the Benefits Committee shall be to address the benefits of employees in the Local 1403 bargaining unit and of other local unions that may join this committee and make recommendations to the Executive regarding those benefits. AFGE shall not have final decision making authority with regard to benefits. Differences in opinion arising from Benefits Committee meetings or the procurement process, including but not limited to vendor recommendations/selection and what benefits the District shall provide shall not be subject to grievance arbitration or any bargained or statutory resolution process.

SECTION C – Responsibilities:

The members of the Benefits Committee are authorized to consider all matters that concern the benefits of employees represented by the Committee. The Benefits Committee shall:

1. Monitor the quality and level of services provided to bargaining unit employees under existing Health, Retirement, Optical, Life, Disability, Indemnity and Dental Insurance Plans.
2. Review and recommend changes and enhancements in Health, Retirement, Optical, Life, Disability, Indemnity and Dental benefits, and any proposals for new benefits, consistent with D.C. Official Code, Chapter 6, Subchapter XXI.
3. DCHR will review with the Committee in advance the technical requirements in preparation for the formal solicitation of bids from providers in order for the Committee

to provide any comments and recommendations on the criteria for bids and preparation of solicitations for requests for proposals for DCHR's consideration. DCHR will highlight any changes or enhancements to existing benefit plans or programs reflected in the technical requirements. After DCHR has reviewed and considered the Union's comments and recommendations, the Committee shall meet in order for DCHR to inform the Union how or if DCHR will incorporate the Union's comments and recommendations in the final solicitation for bids.

4. Explore issues concerning the workers' compensation system that affect bargaining unit employees consistent with D.C. Official Code, Chapter 6, Subchapter XXIII (Public Sector Workers' Compensation).
5. DCHR shall notify the Committee by email after the award to providers but prior to implementation of any significant alteration of existing benefits programs, and proposed additional benefit programs to determine the extent to which they impact employees. Upon notification, the Committee shall notify the Office of Labor Relations and Collective Bargaining within ten (10) calendar days to discuss any concerns any Committee member has regarding the impact on bargaining unit employees.

SECTION D – Maintenance of Benefits:

Nothing herein shall be construed to reduce, modify or eliminate any benefits available to the bargaining unit employees prior to entering into this Agreement.

SECTION E – Additional Benefits:

The parties agree that the establishment of this Benefits Committee does not limit or prohibit the parties to this Agreement from negotiating and agreeing to additional or modified benefits.

ARTICLE 4 BENEFITS

Except as otherwise provided in this Agreement, the Parties hereby incorporate the following specific benefits provided under the Compensation Agreement between the District of Columbia Government and Compensations Units 1 and 2, FY 2013 – FY 2017

(Compensation Units 1 & 2 Agreement): Life Insurance; Health Insurance; Indemnity Insurance; Short and Long Term Disability Insurance; Optical and Dental Insurance; Annual, Sick and Other Leave; Pre-Tax Benefits; Retirement; Civil Service Retirement System; Defined Contribution; Deferred Compensation; Metro Pass/Monthly Transit Subsidy; Holidays; at least equal to the level of benefits provided to their general membership as the applicable benefits for bargaining unit members covered by this Agreement. To the extent that any successor Compensation Units 1 & 2 Agreement provides for higher levels of benefits than what is

provided for under this Agreement with respect to any of the specific or substantively related benefits listed above in this paragraph, the Parties agree to reopen negotiations for the sole purpose of renegotiating those specific benefits. In no event will the benefits stated in this Agreement be reduced through this process.

SECTION A -- Life Insurance:

1. Life insurance is provided to covered employees in accordance with §1-622.01, et seq. of the District of Columbia Official Code (2012 Repl.) and Chapter 87 of Title 5 of the United States Code.

District of Columbia Official Code §1-622.03 (2012 Repl.) requires that benefits shall be provided as set forth in §1-622.07 to all employees of the District first employed after September 30, 1987, except those specifically excluded by law or by rule.

District of Columbia Official Code §1-622.01 (2012 Repl.) requires that benefits shall be provided as set forth in Chapter 87 of Title 5 of the United States Code for all employees of the District government first employed before October 1, 1987, except those specifically excluded by law or rule and regulation.

2. Life insurance benefits for employees hired on or after October 1, 1987 shall be set at the following minimum level of benefits: The District of Columbia provides life insurance in an amount equal to the employee's annual salary rounded to the next thousand, plus an additional \$2,000. Employees are required to pay two-thirds (2/3) of the total cost of the monthly premium. The District Government shall pay one-third (1/3) of the total cost of the premium. Employees may choose to purchase additional life insurance coverage through the District Government. These additions to the basic coverage are set-forth in the schedule below:

Option A – Standard. Provides \$10,000 additional coverage. Cost determined by age.

Option B – Additional. Provides coverage up to five times the employee's annual salary. Cost determined by age and employee's salary.

Option C – Family. Provides \$10,000 coverage for the eligible spouse and \$10,000 for each eligible child; \$25,000 coverage for eligible spouse and \$10,000 for each eligible child; or \$50,000 coverage for eligible spouse and \$10,000 for each eligible child. Cost determined by age.

3. The level of life insurance benefits provided to Employees covered under this Agreement shall not be decreased or revised during the term of this Agreement without the express advance written consent of the Union. The District shall provide life insurance coverage for employees hired on or after October 1, 1987 that shall provide a level of benefits that is equal

in coverage and level of benefits to other similarly situated District of Columbia bargaining unit employees.

4. Employees must contact their respective personnel office to enroll or make changes in their life insurance coverage.

SECTION B -- Health Insurance:

1. Pursuant to D.C. Official Code § 1-621.02 (2012 Repl.), all employees covered by this agreement and hired after September 30, 1987, shall be entitled to enroll in group health insurance provided by the District of Columbia. Health insurance coverage shall provide a level of benefits that is at least equal in coverage and level of benefits to the plan(s) provided on the effective date of this agreement. District employees are required to execute an enrollment form in order to participate in this program.

(a) The Employer may elect to provide additional health care insurance providers for employees employed after September 1, 1987, provided that additional insurance providers do not reduce the current level of benefits provided to employees. If the Employer decides to expand or reduce the list of eligible insurance providers, the Employer shall give Union representatives notice of the additions or reductions after the award but prior to implementation.

(b) Employees are required to contribute 25% of the total premium cost of the employee's selected plan. The Employer shall contribute 75% of the premium cost of the employee's selected plan.

2. Pursuant to D.C. Official Code § 1-621.01 (2012 Repl.), all District employees covered by this agreement and hired before October 1, 1987, shall be eligible to participate in group health insurance coverage provided through the Federal Employees Health Benefits Program (FEHB) as provided in Chapter 89 of Title 5 of the United States Code. The United States Office of Personnel Management administers this program.

3. The plan descriptions shall provide the terms of coverage and administration of the respective plans. Plan summaries and the full plans will be available on the DCHR website. Where the full plan is not posted a link to the plans will be provided on the DCHR website.

SECTION C -- Optical and Dental:

1. The District shall provide Optical and Dental Plan coverage at a level of benefits that is at least equal in coverage and level of benefits to the plan(s) provided on the effective date of this agreement. Benefit levels shall not be reduced during the term of this agreement. District employees are required to execute an enrollment form in order to participate in the Optical and Dental program.

2. The District may elect to provide additional Optical and/or Dental insurance providers, provided that additional insurance providers do not reduce the current level of

benefits provided to employees. Should the District Government decide to expand or reduce the list of eligible insurance providers, the District shall give Union representatives notice of the additions or reductions after the award but prior to implementation.

SECTION D – Short and Long Term Disability:

1. Employees covered by this Agreement shall be eligible to enroll, at their own expense, in the District's Short and Long Term Disability Insurance Programs, which provide for partial income replacement when employees are required to be absent from duty due to a non-work-related qualifying medical condition. Employees may use income replacement benefits under the program in conjunction with annual or sick leave benefits provided for in this Agreement.

2. Short and Long Term Disability Benefit levels shall not be decreased or revised during the term of this Agreement without the express written consent of the Union.

3. The District may elect to provide additional Short and/or Long Term Disability coverage providers, provided that additional insurance providers do not reduce or substantively modify the current level of benefits provided to employees. If the District decides to expand or reduce the list of eligible disability insurance providers, the District shall give the Union notice of the additions or reductions after the award but prior to implementation.

SECTION E – Indemnity Benefits:

Employer shall provide access to the indemnity benefits currently in effect for Union employees.

SECTION F – Annual Leave:

1. In accordance with D.C. Official Code §1-612.03 (2012 Repl.), full-time employees covered by the terms of this Agreement are entitled to:

(a) one-half (1/2) day (4 hours) for each full biweekly pay period for an employee with less than three (3) years of service (accruing a total of thirteen (13) annual leave days per annum);

(b) three-fourths (3/4) day (6 hours) for each full biweekly pay period, except that the accrual for the last full biweekly pay period in the year is one and one-fourth days (10 hours), for an employee with more than three (3) but less than fifteen (15) years of service (accruing a total of twenty (20) annual leave days per annum); and,

(c) one (1) day (8 hours) for each full biweekly pay period for an employee with fifteen (15) or more years of service (accruing a total of twenty-six (26) annual leave days per annum).

2. Part-Time employees who work on a prearranged scheduled tour of duty are entitled to earn leave as provided above on a pro rata basis.

3. Employees shall be eligible to use annual leave in accordance with the District of Columbia Laws.

4. An employee's request to use annual leave shall not be unreasonably denied.

SECTION G – Sick Leave:

1. In accordance with District of Columbia Code §1-612.03 (2014 Repl.), a full-time employee covered by the terms of this Agreement may accumulate up to thirteen (13) sick days which accrues on the basis of four hours for each full biweekly pay period, and may accumulate up to thirteen (13) days in a calendar year.

2. In the case of part-time employment, the rate at which leave accrues under this subsection shall be a percentage of the rate prescribed above which is determined by dividing 40 into the number of hours in the regularly scheduled work week of that employee during that fiscal year.

3. An employee may use sick leave to:

(a) Seek medical attention and/or recover from illness or injury;

(b) Provide care for a family member who is incapacitated as a result of physical or mental illness, injury, pregnancy, or childbirth;

(c) Provide care for a family member as a result of medical, dental, or optical examination or treatment;

(d) Provide care for a foster child or a prospective or newly adopted child in the employee's care; or

(e) Make any other use allowed by law, including to obtain social, medical or legal services if the employee or the employee's family member is a victim of stalking, domestic violence or sexual abuse as provided for under D.C. Official Code § 32-131.02(b)(4) (2014 Repl.).

4. An employee's request to take sick leave shall not be unreasonably denied.

SECTION H – Other Forms of Leave:

1. **Military Leave:** An employee is entitled to leave, without loss of pay, leave, or credit for time of service as reserve members of the armed forces or as members of the National Guard to the extent provided in D.C. Official Code §1-612.03(m)(2014 Repl.).

2. **Court Leave:** An employee is entitled to leave, without loss of pay, leave, or service credit during a period of absence in which he or she is required to report for jury duty or to appear as a witness on behalf of the District of Columbia Government, or the Federal or a

State or Local Government to the extent provided in D.C. Official Code §1-612.03(l) (2014 Repl.).

3. Funeral Leave:

An employee is entitled to three (3) days of leave without loss of pay, leave, or service credit to make arrangements for or to attend the funeral or memorial service for an immediate relative in accordance with Funeral and Memorial Service Leave Amendment Act, D.C. Law 20-83, § 2(a), 61 DCR 176, effective February 22, 2014. In addition, the Employer shall grant an employee's request for annual, sick or compensatory time up to three (3) days upon the death of an immediate relative. Approval of additional time shall be at the Employer's discretion. However, requests for leave shall be granted unless the Agency's ability to accomplish its work would be seriously impaired. For purposes of this section "immediate relative" is an individual who is related to an employee by blood, marriage, adoption, or domestic partnership as father, mother, child, husband, wife, sister, brother, aunt, uncle, grandparent, grandchild or similar familial relationship; or an individual for whom the recipient employee is the legal guardian; or a fiancé, fiancée or domestic partner of an employee, as defined in D.C. Official Code §32-701 (2014 Repl.) and related laws. For the purpose of leave certification, employees shall provide a copy of the obituary or death notice, a note from clergy or funeral professional or a death certificate within ten (10) business days of the Employer's request.

4. Administrative Closing – An employee who has previously scheduled leave for a day (or portion of a day) on which the District of Columbia or the Office of the Attorney General closes by order of the Mayor or the Attorney General shall not be charged leave for that day, or portion of the day, that the District agency is closed.

5. Back-to-School Leave – Subject to the discretion of an individual's manager as described in this section, any employee who serves as the primary caregiver for a child enrolled in school, including pre-school, elementary school, middle or junior high school, or high school, may take 2 hours of excused leave (that is without charge to the employee's leave balance) to assist his or her child in preparing for and traveling to the first day of school during the academic year. An employee's individual manager shall make every effort to grant requests for excused absences on the first day; however, the granting of all such requests may not be feasible if it results in disruption of public services provided by the administration. Accordingly, when an employee cannot be granted an excused absence on his or her child's first school day, he or she shall be given an excused absence of 2 hours during the first week of school or as soon thereafter as practicable, in order to assist his or her child in preparing for an attending school.

6. Family Leave – Within any 12-month period, an employee is entitled to up to eight weeks of paid family leave for the birth or adoption of a child or to care for a family member (a person related by blood, legal custody, domestic partnership or marriage) with a serious health condition.

SECTION I – Pre-Tax Benefits:

1. Employee contributions to benefits programs established pursuant to D.C. Official Code §1-611.19 (2012 Repl.), including the District of Columbia Employees Health Benefits Program, may be made on a pre-tax basis in accordance with the requirements of the Internal Revenue Code and, to the extent permitted by the Internal Revenue Code, such pre-tax contributions shall not effect a reduction of the amount of any other retirement, pension, or other benefits provided by law.

2. To the extent permitted by the Internal Revenue Code, any amount of contributions made on a pre-tax basis shall be included in the employee's contributions to existing life insurance, retirement system, and for any other District government program keyed to the employee's scheduled rate of pay, but shall not be included for the purpose of computing Federal or District income tax withholdings, including F.I.C.A., on behalf of any such employee.

SECTION J – Retirement:

1. **CIVIL SERVICE RETIREMENT SYSTEM (CSRS):** As prescribed by 5 U.S.C. § 8401 and related chapters, employees first hired by the District of Columbia Government before October 1, 1987, are subject to the provisions of the CSRS, which is administered by the U.S. Office of Personnel Management. Under Optional Retirement the aforementioned employee may choose to retire when he/she reaches:

- (a) Age 55 and 30 years of service;
- (b) Age 60 and 20 years of service;
- (c) Age 62 and 5 years of service.

Under Voluntary Early Retirement, which must be authorized by the U.S. Office of Personnel Management, an employee may choose to retire when he/she reaches:

- (a) Age 50 and 20 years of service;
- (b) Any age and 25 years of service.

The pension of an employee who chooses Voluntary Early Retirement will be reduced by 2% for each year under age 55.

2. **DEFINED CONTRIBUTION PENSION PLAN:** The District shall continue the Defined Contribution Pension Plan currently in effect which includes:

- (a) All eligible employees hired by the District on or after October 1, 1987, shall be enrolled into the defined contribution pension plan as prescribed by D.C. Official Code § 1-626.09 (2012 Repl.).

(b) After the completion of one year of service, the District shall contribute an amount not less than 5% of their base salary to an employee's Defined Contribution Pension Plan account. The District government funds this plan. There is no employee contribution to the Defined Contribution Pension Plan. After two years of plan participation, an employee is entitled to 20% of the account. After three years of plan participation, an employee is entitled to 40% of the account. After 4 years of plan participation, an employee is entitled to 60% of the account. An employee is fully vested after five years of plan participation and is entitled to 100% of the account.

3. **DEFERRED COMPENSATION PROGRAM:** All District employees covered by this Agreement shall be eligible to participate in the District's Deferred Compensation Program described in Section 1-626.05 and related Chapters of the D.C. Official Code (2012 Repl.). The Deferred Compensation Program is a savings system through pre-tax deductions and allows employees to accumulate funds for long-term goals, including retirement. The portion of salary contributed reduces the amount of taxable income in each paycheck. The Internal Revenue Service determines the annual maximum deferral amount. Under the program, employees may choose from various fixed or variable rate investment options.

SECTION K – Holidays:

1. The following legal public holidays are provided to all employees covered by this Agreement:

- (a) New Year's Day, January 1st of each year;
- (b) Dr. Martin Luther King, Jr.'s Birthday, the 3rd Monday in January of each year;
- (c) Washington's Birthday, the 3rd Monday in February of each year;
- (d) D.C. Emancipation Day, April 16th of each year;
- (e) Memorial Day, the last Monday in May of each year;
- (f) Independence Day, July 4th of each year;
- (g) Labor Day, the 1st Monday in September of each year;
- (h) Columbus Day, the 2nd Monday in October of each year;
- (i) Veterans Day, November 11th of each year;
- (j) Thanksgiving Day, the 4th Thursday in November of each year; and
- (k) Christmas Day, December 25th of each year.

2. Any other legal public holiday observed by the District and any other day declared a holiday for District workers by the President, Congress, or the Mayor will also be granted to employees covered by this Agreement (together, the holidays described in this section are referred to as Holidays throughout this Agreement). When an employee, having a regularly scheduled tour of duty is relieved or prevented from working on a day District agencies are closed by order of the Mayor, he or she is entitled to the same pay for that day as for a day on which an ordinary day's work is performed.

SECTION L – Benefits Levels:

The level of benefits shall not be decreased or revised during the term of this Agreement without the express written consent of the Union.

**ARTICLE 5
COMPENSATORY TIME**

SECTION A:

A lawyer who is required to work one or more hours outside his or her normal work hours may, whenever possible, request an equal amount of compensatory time from his or her supervisor before the work is performed. The decision to grant an employee compensatory time is at the discretion of management but shall not be unreasonably denied. The denial of a request shall be in writing and shall state the reason for the denial.

SECTION B:

Compensatory time may be approved for work that exceeds an employee's regular tour of duty, including:

- Extraordinary assignments
- Scheduled or special events
- Travel time outside normal work hours

SECTION C:

If the request is granted, the time will be recorded on the employee's records and may be used in the same manner that annual leave is used. However, accrued compensatory time off must be used by the end of the 26th pay period after the pay period during which it was earned. In no event will an employee be entitled to pay in lieu of compensatory time, except as expressly provided elsewhere in this Agreement.

ARTICLE 6
MONTHLY TRANSIT SUBSIDY

Beginning the first full pay period on or after Council approval, the District of Columbia Government shall subsidize the cost of monthly transit for personal use by employees by twenty-five dollars (\$25.00) per month for actual transportation expenses incurred by employees who commute to and from work.

ARTICLE 7
MILEAGE ALLOWANCE METRO REIMBURSEMENT AND
ACCESS TO OFFICIAL GOVERNMENT VEHICLES AND TRANSPORTATION

SECTION A – Parking Spaces:

Three (3) parking spaces shall be set aside from among those allocated to the Office of the Attorney General in the underground parking garage at 441 4th St., NW, Washington, D.C. for use by bargaining unit members as determined by the Union. The parking spaces shall be funded by the Union. The parking rate payable by the Union will not exceed the rate applicable to the parking spaces allocated to the Office of the Attorney General. The Union, within its sole discretion, may utilize one or more of its allocated spaces from time to time to provide short term parking for its members. Upon request, the Union shall notify the Employer which employees are authorized to use the Union parking spaces.

SECTION B – Mileage Allowance:

The parties agree that the mileage allowance established by the U.S. General Services Administration for authorized Federal Government travel shall be the reimbursement rate for Union employees authorized to use their personal vehicles for official District of Columbia business. To receive such allowance, authorization by Employer must be received in advance of the employees' travel. Employees shall use the appropriate District Form to document mileage and timely request reimbursement.

SECTION C – Use of Personal Vehicles:

1. Employees who are authorized and are within the scope of employment while using their personal vehicle for official business are covered by the District of Columbia Non-Liability Act (D.C. Official Code §§2-411 through 2-416 (2012 Repl.)). The Non-Liability Act generally provides that a District Employee is not subject to personal liability in a civil suit for property damage or for personal injury arising out of a motor vehicle accident during the discharge of the employee's official duties, so long as the employee was acting within the scope of his or her employment.

2. Claims by employees for personal property damage or loss incident to the use of their personal vehicle for official business may be made under the Military Personnel and Civilian Employees Claim Act of 1964 (31 U.S.C. §3701 et seq.).

SECTION D – Reimbursement for Use of Personal Vehicles:

Management shall not require an employee to use his/her personal vehicle for government purposes. In the event it becomes necessary for employees to use their personal vehicle for official government business, employees shall obtain prior approval from his/her immediate supervisor and shall be reimbursed for mileage and parking incurred consistent with District of Columbia rules, regulations and orders.

SECTION E - Reimbursement for Taxicab or Online Vehicle Expenses:

Employees who must travel by taxicab or online vehicle (e.g. Uber or Zipcar) for official government business to a destination that is not reasonably accessible by Metro shall be reimbursed for their travel, provided that they receive prior authorization from an immediate supervisor for reimbursement.

SECTION F – Metro Fare Cards:

Upon request, Employer shall provide metro fare cards in electronic form to employees for official government travel within the WMATA system. The metro fare card value shall be equivalent to the cost of travel at the time of day during which the employee travels.

SECTION G – Availability of Fleet Vehicles:

Upon prior approval by an immediate supervisor, management shall facilitate the request for a Department of Public Works fleet vehicle to the extent available. Employees may use the vehicle for official government business at no charge to the Employee.

**ARTICLE 8
SICK LEAVE INCENTIVE PROGRAM**

In order to recognize an employee's productivity through his/her responsible use of accrued sick leave, the Employer agrees to provide time-off in accordance with the following:

SECTION A – Accrual:

A full time employee who is in a pay status for the leave year shall accrue annually:

1. Three (3) days off for utilizing a total of no more than two (2) days of accrued sick leave.
2. Two (2) days off for utilizing a total of more than two (2) but not more than four (4) days of accrued sick leave.

3. One (1) day off for utilizing a total of more than four (4) but no more than five (5) days of accrued sick leave.

SECTION B – Employees in a Non-pay Status:

Employees in a non-pay status for no more than two (2) pay periods for the leave year shall remain eligible for incentive days under this Article. Sick leave usage for maternity or catastrophic illness/injury, not to exceed two (2) consecutive pay periods, shall not be counted against sick leave for calculating eligibility for incentive leave under this Article.

SECTION C – Procedure for Use of Time Accrued:

Time off pursuant to a sick leave incentive award shall be selected by the employee and requested at least three (3) full workdays in advance of the leave date. Requests for time off pursuant to an incentive award shall be given priority consideration and the employee's supervisor shall approve such requests for time off unless staffing needs or workload considerations dictate otherwise. If the request is denied, the employee shall request and be granted a different day off within one month of the date the employee initially requested. Requests for time off shall be made on the standard "Application for Leave" form.

SECTION D – Use of Time Accrued:

All incentive days must be used in full-day increments following the leave year in which they were earned. Incentive days may not be substituted for any other type of absence from duty. There shall be no carryover or payment for any unused incentive days.

SECTION E – Part Time Employees:

Part-time employees are not eligible for the sick leave incentive as provided in this Article.

ARTICLE 9 ANNUAL LEAVE BUY-OUT

SECTION A – Payment for Annual Leave:

An employee who is separated or is otherwise entitled to a lump-sum payment under personnel regulations for the District of Columbia Government shall receive payment for each hour of unused annual leave in the employee's official leave record.

SECTION B – Computation:

The lump-sum payment shall be computed on the basis of the employee's hourly pay rate at the time of separation.

**ARTICLE 10
BACK PAY**

Arbitration awards or settlement agreements in cases involving an individual employee shall be paid within a reasonable time of receipt from the employee of relevant documentation, including documentation of interim earnings and other potential offsets. Employer shall submit the SF-52 and all other required documentation to the Department of Human Resources or the Office of Pay and Retirement Services within thirty (30) days following receipt from the employee of relevant documentation.

**ARTICLE 11
WAITING PERIODS FOR ADVANCEMENT WITHIN STEPS**

The within-grade waiting periods on the A-35 salary scale for step advancement for bargaining unit employees with a prearranged regularly scheduled tour of duty are as follows:

1. Steps 2, 3, 4 and 5: fifty-two (52) calendar weeks of creditable service;
2. Steps 6, 7, 8, 9 and 10: one hundred and four (104) calendar weeks of creditable service.

**ARTICLE 12
GRIEVANCE AND ARBITRATION PROCEDURES**

Grievance procedures shall be determined by the terms and conditions of Article 28 in the Non Compensation Agreement.

**ARTICLE 13
SAVINGS CLAUSE**

SECTION A:

In the event any article, section or portion of this Agreement is held to be invalid and unenforceable by any court or other authority of competent jurisdiction, such decision shall apply only to the specific article, section, or portion thereof specified in the decision; and upon issuance of such a decision, the Employer and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof to the extent possible.

SECTION B:

The terms of this Agreement supersede any subsequently enacted D.C. laws, District Personnel Manual (DPM) regulations, or departmental rules concerning compensation covered herein for the term of this agreement.

ARTICLE 14
DURATION AND FINALITY

SECTION A -- Effective Date:

This agreement shall be implemented as provided herein subject to the requirements of Section 1715 of the District of Columbia Comprehensive Merit Personnel Act D.C. Official Code, § 1-617.15(a), (2012 Repl.). This Agreement shall be effective on the date provided by law (i.e., when it is approved by the Council or as otherwise effective pursuant to D.C. Official Code § 1-617.17 (2012 Repl.)) and shall remain in full force and effect until September 30, 2020, or until a new compensation agreement becomes effective. Notice to reopen the Agreement shall be provided as required by D.C. Official Code § 1-617.17 (f)(1)(A)(i) (2012 Repl.).

SECTION B – Finality:

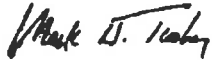
This Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable compensation issues, and contains the full agreement of the parties as to all such compensation issues that were or could have been negotiated.

ARTICLE 15
INCORPORATION OF NON-COMPENSATION AGREEMENT

The terms and conditions of the Non Compensation Agreement between the District of Columbia and the American Federation of Government Employees, Local 1403, AFL-CIO, effective October 1, 2017 through September 30, 2020 (Non-Compensation Agreement), are incorporated herein by reference into this Agreement. The provisions of this Compensation Agreement shall control to the extent of any inconsistency.

On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



**Mark H. Tuohey, III, Director
Mayor's Office of Legal Counsel**

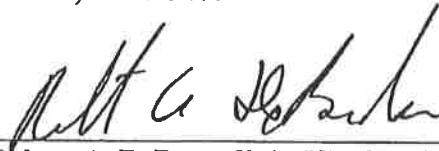


**Karl A. Racine, Attorney General
Office of the Attorney General**

**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**



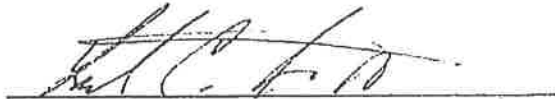
**Steve Anderson, President
AFGE, Local 1403**




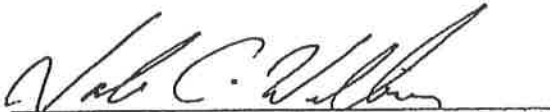
**Robert A. DeBerardinis, Vice President
AFGE, Local 1403**

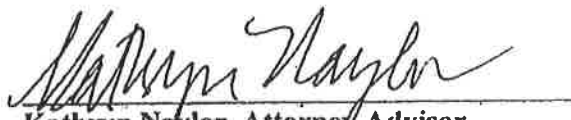
On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**


Lionel C. Sims Jr., Esq., Director
Office of Labor Relations & Collective
Bargaining


Ronald R. Ross, Deputy Director
Mayor's Office of Legal Counsel



Nadine Wilburn, Chief
Personnel, Labor & Employment Division
Office of the Attorney General



Kathryn Naylor, Attorney Advisor
Office of Labor Relations & Collective
Bargaining


Kevin Stokes, Chief of Staff
Office of Labor Relations & Collective
Bargaining


Asha Bryant, Attorney Advisor
Office of Labor Relations & Collective
Bargaining

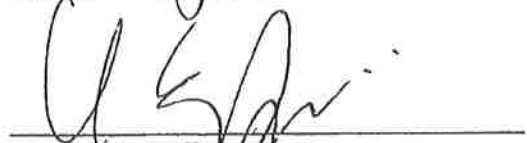
**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**


Olga L. Clegg, Vice President
AFGE, Local 1403


Anne Hollander
AFGE, Local 1403


Beth-Sherri Akyereko
AFGE, Local 1403


Dave Rosenthal
AFGE Local 1403


Marie-Claire Brown
AFGE Local 1403

APPROVAL

This compensation collective bargaining agreement between the District of Columbia and Compensation Unit 33 represented by AFGE, Local 1403, dated _____, has been reviewed in accordance with Section 1-617.17 of the District of Columbia Official Code (2012 Repl.) and is hereby approved on this _____ day of _____, 2017.

Muriel E. Bowser, Mayor

District of Columbia Government Salary Schedule: Legal Services (Union)

Fiscal Year: 2018 Service Code Definition: Attorneys (includes both OAG and other agencies)

Effective Date: October 1, 2017

Union/Nonunion: Union Affected CBU/Service Code(s): BQA A35

Pay Plan/Schedule: LS (Legal Service)
Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	1	2	3	4	5	6	7	8	9	10	Between Steps
09 \$	56,027	\$ 57,895	\$ 59,763	\$ 61,631	\$ 63,499	\$ 65,367	\$ 67,235	\$ 69,103	\$ 70,971	\$ 72,839	\$ 1,868
10 \$	61,701	\$ 63,758	\$ 65,815	\$ 67,872	\$ 69,929	\$ 71,986	\$ 74,043	\$ 76,100	\$ 78,157	\$ 80,214	\$ 2,057
11 \$	67,783	\$ 70,046	\$ 72,309	\$ 74,572	\$ 76,835	\$ 79,098	\$ 81,361	\$ 83,624	\$ 85,887	\$ 88,150	\$ 2,263
12 \$	81,246	\$ 83,956	\$ 86,666	\$ 89,376	\$ 92,086	\$ 94,796	\$ 97,506	\$ 100,216	\$ 102,926	\$ 105,636	\$ 2,710
13 \$	96,623	\$ 99,843	\$ 103,063	\$ 106,283	\$ 109,503	\$ 112,723	\$ 115,943	\$ 119,163	\$ 122,383	\$ 125,603	\$ 3,220
14 \$	114,171	\$ 117,979	\$ 121,787	\$ 125,595	\$ 129,403	\$ 133,211	\$ 137,019	\$ 140,827	\$ 144,635	\$ 148,443	\$ 3,808
15 \$	134,310	\$ 138,785	\$ 143,260	\$ 147,735	\$ 152,210	\$ 156,685	\$ 161,160	\$ 165,635	\$ 168,043	\$ 171,434	Varies

District of Columbia Government Salary Schedule: Legal Services (Union)



Fiscal Year: 2019 **Service Code Definition:** Attorneys (includes both OAG and other agencies)

Effective Date: October 14, 2018

Union/Nonunion: Union **Affected CBU/Service Code(s):** BOA A35

Pay Plan/Schedule: LS (Legal Service)
Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	1	2	3	4	5	6	7	8	9	10	Between Steps
09 \$	57,034	\$ 58,936	\$ 60,838	\$ 62,740	\$ 64,642	\$ 66,544	\$ 68,446	\$ 70,348	\$ 72,250	\$ 74,152	\$ 1,902
10 \$	62,812	\$ 64,906	\$ 67,000	\$ 69,094	\$ 71,188	\$ 73,282	\$ 75,376	\$ 77,470	\$ 79,564	\$ 81,658	\$ 2,094
11 \$	69,002	\$ 71,306	\$ 73,610	\$ 75,914	\$ 78,218	\$ 80,522	\$ 82,826	\$ 85,130	\$ 87,434	\$ 89,738	\$ 2,304
12 \$	82,708	\$ 85,467	\$ 88,226	\$ 90,986	\$ 93,744	\$ 96,503	\$ 99,262	\$ 102,021	\$ 104,780	\$ 107,539	\$ 2,759
13 \$	98,362	\$ 101,640	\$ 104,918	\$ 108,196	\$ 111,474	\$ 114,752	\$ 118,030	\$ 121,308	\$ 124,586	\$ 127,864	\$ 3,278
14 \$	116,228	\$ 120,104	\$ 123,980	\$ 127,856	\$ 131,732	\$ 135,608	\$ 139,484	\$ 143,360	\$ 147,236	\$ 151,112	\$ 3,876
15 \$	136,728	\$ 141,283	\$ 145,839	\$ 150,394	\$ 154,950	\$ 159,505	\$ 164,061	\$ 168,616	\$ 171,068	\$ 174,520	Varies

District of Columbia Government Salary Schedule: Legal Services (Union)

Service Code Definition: Attorneys (includes both OAG and other agencies)

Fiscal Year: 2020

Effective Date: October 13, 2019

Union/Nonunion: Union Affected CBU/Service Code(s): BOA A35

Pay Plan/Schedule: LS (Legal Service)
Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	Steps										Between Steps
	1	2	3	4	5	6	7	8	9	10	
09 \$	58,058	\$ 59,995	\$ 61,932	\$ 63,869	\$ 65,806	\$ 67,743	\$ 69,680	\$ 71,617	\$ 73,554	\$ 75,491	\$ 1,937
10 \$	63,945	\$ 66,076	\$ 68,207	\$ 70,338	\$ 72,469	\$ 74,600	\$ 76,731	\$ 78,862	\$ 80,993	\$ 83,124	\$ 2,131
11 \$	70,242	\$ 72,588	\$ 74,934	\$ 77,280	\$ 79,626	\$ 81,972	\$ 84,318	\$ 86,664	\$ 89,010	\$ 91,356	\$ 2,346
12 \$	84,199	\$ 87,007	\$ 89,815	\$ 92,623	\$ 95,431	\$ 98,239	\$ 101,047	\$ 103,855	\$ 106,663	\$ 109,471	\$ 2,808
13 \$	100,133	\$ 103,470	\$ 106,807	\$ 110,144	\$ 113,481	\$ 116,818	\$ 120,155	\$ 123,492	\$ 126,829	\$ 130,166	\$ 3,337
14 \$	118,319	\$ 122,265	\$ 126,211	\$ 130,157	\$ 134,103	\$ 138,049	\$ 141,995	\$ 145,941	\$ 149,887	\$ 153,833	\$ 3,946
15 \$	139,189	\$ 143,826	\$ 148,464	\$ 153,101	\$ 157,739	\$ 162,376	\$ 167,014	\$ 171,651	\$ 174,147	\$ 177,661	Vanes

COLLECTIVE BARGAINING WORKING CONDITIONS AGREEMENT

BETWEEN

**AMERICAN FEDERATION OF GOVERNMENT
EMPLOYEES, LOCAL 1403,
AFL-CIO,**

AND

THE DISTRICT OF COLUMBIA,

AND

**THE OFFICE OF THE ATTORNEY GENERAL,
THE GOVERNMENT OF THE
DISTRICT OF COLUMBIA**

EFFECTIVE OCTOBER 1, 2017 THROUGH SEPTEMBER 30, 2020

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ARTICLE 1 RECOGNITION

Section 1 – Recognition:

A. The American Federation of Government Employees, (AFGE) Local 1403 (Union) is recognized as the sole and exclusive collective bargaining representative of employees in the bargaining unit as defined in Section 2 of this Article.

B. As the sole and exclusive representative, the Union is entitled to act for and to negotiate collective bargaining agreements (CBA) on behalf of all employees in the bargaining unit. The Union shall represent the interests of all employees in the bargaining unit without discrimination as to membership.

C. The Employer shall give the Union an opportunity to be present at any formal meeting between the Employer and one or more employee(s) in the bargaining unit concerning any grievance or general condition of employment of the employee(s) in the bargaining unit. A “formal meeting” refers to any meeting between an employee and any individual in his or her supervisory chain of control that includes at least one (1) other management official or supervisor and at least one (1) Union representative.

Section 2 – Coverage:

A. All Series 905 attorneys employed by the Office of the Attorney General for the District of Columbia (“OAG”), and all attorneys employed by an agency of the District of Columbia Government which is subordinate to the Mayor (“Agency Counsel Office” collectively with OAG referred to herein as “Employer”), except employees excluded under D.C. Official Code § 1-617.09(b). PERB Case No. 01-RC-03; Certification No. 121; PERB Case No. 01014-RC-0301, Certification No. 121, 133 (April 19, 2005).

B. AFGE Local 1403 is recognized as the sole and exclusive bargaining representative for the bargaining units set forth in PERB Certification No. 121 and PERB Certification No. 133.

ARTICLE 2 LABOR-MANAGEMENT RELATIONS

Section 1-A - Composition and Function of the OAG Labor-Management Committee:

A. The Union and the OAG shall continue the existing OAG Labor-Management Committee (LMC) that will consist of an agreed upon number of Union and OAG representatives.

B. The purpose of the OAG LMC, which shall meet monthly unless canceled in advance by the chairs, is to provide a forum for the exchange of views on working conditions, terms of employment, risk assessment, matters of common interest or other matters, which either party believes will contribute to improvement in the relations between the Union and the Employer within the framework of this Agreement.

C. Performance evaluation appeals, grievances and disciplinary matters shall not be the subject of discussions at these meetings, nor shall the meeting be for any other purpose, which would modify, add to or detract from the provisions of this Agreement. The Committee shall adopt rules for meetings including rules for notices, agendas, times and locations.

Section 1-B -Composition and Function of the MOLC Labor-Management Committee:

- A. The Union and the Mayor's Office of Legal Counsel (MOLC) shall establish a Labor-Management Committee (LMC) that will consist of an agreed upon number of Union and MOLC representatives.
- B. The purpose of the MOLC LMC, which shall meet quarterly, is to provide a forum for the exchange of views on working conditions, terms of employment, risk assessment, matters of common interest or other matters, which either party believes will contribute to improvement in the relations between the Union and the Mayor within the framework of this Agreement.
- C. Performance evaluation appeals, grievances and disciplinary matters shall not be the subject of discussions at these meetings, nor shall the meeting be for any other purpose, which would modify, add to or detract from the provisions of this Agreement. The Committee shall adopt rules for meetings including rules for notices, agendas, times and locations.

Section 2 – Subcommittees:

The parties may mutually agree to establish subcommittees of the LMCs to study problems and conditions.

Section 3 – Union's Right to Request Impact and Effects Bargaining:

Nothing herein shall be construed to limit the Union's right to request impact and effects bargaining over any proposed organizational changes.

Section 5 - Labor-Management Meetings:

- A. In mutual recognition of the parties' joint desire to discuss and resolve matters of concern at the lowest possible level, the Union steward and first-level supervisor, should meet periodically for the purpose of meaningful consultation and communication on the problems and policies of the organization in their working unit, and if appropriate, the steward may meet with supervisors of a higher level. Such meetings between supervisors and stewards shall be on duty time, shall be brief, and shall cover matters of concern between them and appropriate to their relationship.
- B. Appropriate representatives from the Union and Employer shall meet at either party's request to discuss problems concerning the implementation of this Agreement. Each party shall furnish the other with an itemized agenda setting forth the topics of discussion one (1) day before the meeting,

unless otherwise agreed. The parties further agree that items not on the agenda may be raised for discussion, if agreed to by the parties at the meeting.

Section 6 - Organizational Changes:

A. The parties agree that changes to the functions and structure (except changes involving a particular individual as to personnel/supervisory appointments or transfers or space relocations) of the Employer, are a proper matter for consideration by the Labor-Management Committee or relevant subcommittee. The Employer may, in its discretion, solicit the views of the Union on any proposed organizational change at any time, but agrees that it shall provide to the Union President a copy of the final draft of organizational changes that will impact Bargaining Unit Employees. The Union President or his/her designee may request a meeting concerning the proposed changes and the Attorney General and/or the Mayor, as appropriate, or their designees, shall honor any such request. Following these consultations, the Union will be provided a copy of the final plan that has been approved by appropriate officials. If any changes to the plan are made thereafter, the Union shall be provided a copy of such changes.

Section 7 – Risk Assessment:

B. The Union may make recommendations to the Attorney General and/or the Mayor, as appropriate, concerning risk management issues for District legal service employees. The Attorney General and/or the Mayor, as appropriate, or their designees will respond to risk management recommendations within a reasonable period of time after receipt, but in no event later than six months following the transmittal of a written recommendation from the LMC to the Attorney General and/or the Mayor, as appropriate.

ARTICLE 3 ADMINISTRATION OF LEAVE

Except as otherwise provided in this Agreement or the corresponding Compensation Agreement, the parties shall adhere to all applicable law and District government rules and regulations in the administration of leave. Annual leave must be requested reasonably in advance except in an emergency (unanticipated event). Employer's decision to grant or deny annual leave shall be made within 72 hours of the request, excluding Saturdays, Sundays, holidays, and any other day that the District government is closed and will be based solely on mission (including coverage) requirements. Except in emergency situations, the Employer shall not consider the reason for the annual leave request in making the leave determination. If requested by the employee, the supervisor shall discuss the reason for the denial of any request, and discuss when the employee will be able to take the requested leave. Requests for annual leave shall be approved when possible.

ARTICLE 4 ALTERNATIVE WORK SCHEDULES

Section 1 – Definitions:

A. Except as provided in this Article, the professional workday for full-time employees shall consist of eight (8) hours of work within a 24-hour period. The normal hours of work shall be consecutive except that they may be interrupted by a lunch period.

B. Professional Workweek:

Attorneys work a professional work week on a salaried basis consisting of a minimum of forty (40) hours. The normal workweek for full-time attorneys shall consist of five (5) consecutive days, at least eight (8) hours of work, Monday through Friday. Management may vary the workweek of attorneys in order to meet work load requirements or emergency situations and must provide the employees with at least a two (2) day advance notice, if possible. Attorneys are exempt from the overtime restrictions under the Fair Labor Standards Act. However, in the event an employee is asked to work more than 8 hours per day or 40 hours per week, management will attempt to give as much notice as possible and reasonably consider any request for compensatory time covered elsewhere in this agreement.

Section 2 Fair Labor Standards Act:

Attorneys are excluded from the overtime provisions of the Fair Labor Standards Act (FLSA) and no overtime pay or compensatory time is authorized for work performed unless authorized elsewhere in this Agreement.

Section 3 Flexible/Alternative Work Schedules:

Employer shall maintain, to the extent already in effect, or establish at least the following three Alternative Work Schedules (AWS) for covered employees: (1) a Flexible Work Schedule, (2) a Compressed Work Schedule, and (3) a Flexiplace/Telecommuting Schedule, including Ad Hoc Telecommuting. AWS may be combined, except that a Compressed Work Schedule may only be combined with Ad Hoc Telecommuting. The existing AWS policies of all agencies are hereby incorporated by reference into this Agreement provided that they include the three AWS described in this Section. In the event that any agency does not currently have an AWS policy that includes the three AWS described in this Section, the OAG Office Order # 2015-03 shall apply until such time as the agency establishes its policy. The normal work hours shall be adjusted, consistent with a supervisor's discretion set forth in the applicable Office Order or other governing policy, rule, regulation or law to allow for AWS schedules, with appropriate adjustments in affected leave. In deciding whether to grant an employee's request to use an alternative work schedule, the employee's supervisor shall consider, but is not limited to the following factors:

- A. The demands of the requesting individual's work;
- B. The need to maintain adequate staffing to handle unanticipated matters or cover

matters that are handled by the Office, Unit, Section, or Division, even if that assignment is not assigned to the requesting employee;

- (1) The needs of the work unit, including the need to ensure sufficient staffing levels during core hours and availability of office staff or government officials;
- (2) Whether granting an AWS request results in the denial of annual or sick leave to other members of the Office, Unit, Section, or Division;
- (3) The past performance of the requesting individual;
- (4) Equitable sharing of Office functions;
 - a. Whether work assignments can be performed effectively and efficiently by an employee on the type of AWS being requested;
 - b. Whether the requested AWS places an undue burden on others covered by this Office Order within a particular Unit, Section, or Division; and
 - c. Any other factor that may affect the quality or quantity of work accomplished by the Office, Unit, Section or Division.

Such schedules may be appropriate where:

1. It is cost effective;
2. It increases employee morale and productivity; or
3. It better serves the needs of the public.

The Union shall be given advance notice when flexible/alternative work schedules are proposed and shall be given the opportunity to consult. A flexible/alternative work schedule shall not affect the existing leave system. Leave will continue to be earned at the same number of hours per pay period as for employees on five (5) day, forty (40) hour schedules and will be charged on an hour-by-hour basis.

Section 4 Flexiplace/Telecommuting:

Supervisors may permit employees to use flexiplace/telecommuting plans. Employees participating in flexiplace/telecommuting plans must be accessible and available during their entire tour of duty and for recall to physically appear in the office. Employees should make every effort to report as soon as possible, generally within 2 hours. Employees are solely responsible for completing assigned work after appropriate management review and shall comply with management's requirements with regard to advance review of drafts prior to a final deadline.

Section 5 Supervisor's Authority:

An attorney's request for AWS shall not be unreasonably denied. An immediate supervisor must provide written justification for the denial of an AWS request. An attorney may seek review of the denial of an alternative work schedule to the manager of his/her immediate supervisor. OAG employees may appeal a manager's denial of his/her AWS request to the Attorney General. Agency employees may appeal a manager's denial of his/her AWS request to the Director of the MOLC. A supervisor may require AWS participants to provide additional information about conformance with their approved tours, such as the use of sign-in sheets, or other time accountability systems or methods.

Section 6 Impact and Effect Bargaining:

The Attorney General shall not change its existing AWS Office Order # 2015-03 without advance notice to the union and an opportunity to engage in impact and effects bargaining. Agencies shall not implement an alternate work schedule policy without advance notice to the union, an opportunity to engage in impact and effects bargaining and an opportunity to make substantive suggestions to any AWS policy before the policy's effective date.

ARTICLE 5 EMPLOYEE ASSISTANCE PROGRAM

Section 1 – General:

The parties recognize that alcoholism, drug abuse, and emotional and mental illness are health problems that may affect job performance. To this end, the Employer will, at least annually, make employees aware of the District's Employee Assistance Program (DPM Chapter 20B, Section 2050, EAP) and available services provided under it. The provisions of the DPM govern except as provided below.

Section 2 - Use of Sick Leave:

Employees undergoing a prescribed program of treatment for alcoholism, drug abuse, emotional illness, or mental illness will be allowed to use available sick leave for this purpose on the same basis as any other illness with appropriate documentation of attendance.

ARTICLE 6 UNION STEWARDS/OFFICAL TIME

Section 1 - Number of Stewards:

A. The Union may designate, other than the Chief Steward, no more than five (5) stewards, or one (1) steward for every fifty (50) bargaining unit employees, whichever is greater.

B. The Union will endeavor, whenever possible, to limit the number of Union Representatives working in the same division, to a number that will not cause a significant work disruption in that work unit.

Section 2 - Designation of Representatives:

A. Union Officers, Stewards and Other Representatives

1. Union Officers and Stewards: The Union agrees to provide the Employer and the Office of Labor Relations and Collective Bargaining (OLRCB) with a written list of its officers and stewards within two (2) workdays after the date this Agreement is executed and within five (5) working days after each general election.
2. Other Representatives: The Union will also notify the Employer and OLRCB, in writing, of other Union representatives who may request official time, along with a description of their individual Union assignments.

B. Changes in the list will be submitted to the Employer's designated official(s) at least two (2) workdays prior to the assumption of representational responsibilities by any new officers, stewards or other representatives. If a Union official is not on the list of designated representatives and is needed prior to the two (2) days notice, the Union President shall notify the Employer's designated official(s) by phone and/or e-mail before the official will be recognized. The Employer shall recognize any Union official designated pursuant to this section.

C. The Employer will not recognize any Union official or representative who is not listed as required or for whom notification was not provided in accordance with this section.

D. Except where explicitly provided, this Agreement shall not be interpreted in any manner that interferes with the Union's right to designate representatives of its own choosing on any particular representational matter.

E. The Union will be notified prior to any change in tours of duty of duly appointed Stewards. The Union shall also be notified prior to the organization of tours of duty that would affect the members of the unit.

F. Employer recognizes that the Union may designate employee members, selected or appointed to a Union office or delegated to a Union function and agrees that, upon request, the employee may be granted annual leave or leave without pay for the period of time required to be away from his/her job. Such requests will be submitted as far in advance as possible, but not less than one (1) working day prior to the day the leave is to begin in the event the leave request is eight (8) hours or less, or five (5) working days in advance, in the event the leave request exceeds eight (8) hours. The Union shall be notified of a disapproval of leave in writing together with the Employer's justification. Leave contemplated under this article shall not be denied except for good cause.

Section 3 - Performance Appraisals:

A. No Union representative will be disadvantaged in the assessment of his/her performance based on his/her participation in Union activities and/or use of official time to conduct labor-management business authorized by this Agreement. However, performance problems unrelated to participation in Union activities and/or the use of official time may be addressed in accordance with other relevant provisions of this Agreement.

B. At the beginning of the rating year or when the Union representative is initially appointed, workload and performance expectations will be established that consider the actual use of official time and the impact on performance of the duties of the employee's position. Additionally, the designated supervisor and the Union representative will meet at least quarterly to discuss needed adjustments to workload and representational needs.

Section 4 - Official Time for Representational Activity:

A. Pursuant to the statutory right and responsibility of the Union to represent bargaining unit employees, representatives of the Union will be granted reasonable amounts of official time to investigate, prepare for, and conduct representational functions in accordance with the provisions of this Article as follows. The Union President will be assigned a caseload equal to no greater than 50% of the average caseload of an attorney with his or her grade level and experience in the Division which employs the Union President. The Union Vice President # 1 will be assigned a caseload equal to no greater than 80% of the average caseload of an attorney with his/her grade level and experience in the Division which employs the Union Vice President #1. The Union Vice President # 2 will be assigned a caseload equal to no greater than 85% of the average caseload of an attorney with his/her grade level and experience in the office which employs the Union Vice President #2. The Union represents that Union Vice President # 1 will primarily represent OAG employees and Union Vice President # 2 will primarily represent employees in subordinate agencies. No other Union members or officer will be assigned a reduced caseload. However, other Union members or officers shall be granted reasonable amounts of official time to investigate, prepare for, and conduct representational functions as needed, including necessary travel time. Employer will not be required to grant or approve official time for any Union shop steward, officer or other representative who has not complied with the Employer notification requirements of Section 2 of this Article.

B. For the purpose of this Article, "representational functions" means those authorized activities undertaken by employees on behalf of other employees or the Union pursuant to representational rights under the terms of this Agreement and District of Columbia law. Examples of activities for which reasonable amounts of official time will be authorized include:

- (1) collective bargaining negotiations;
- (2) discussions with Employer representatives concerning personnel policies, practices, and matters affecting working conditions;
- (3) any proceeding in which the Union is representing an employee or the Union pursuant to its obligations under this Agreement;

- (4) grievance meetings and arbitration hearings;
- (5) a disciplinary or adverse action oral reply meeting, if the Union is designated as representative of the employee;
- (6) any meetings for the purpose of presenting replies to the proposed termination of probationers, if the Union is designated as representative of the employee;
- (7) any meeting for the purpose of presenting reconsideration replies in connection with the denial of within-grade increases, if the Union is designated as representative of the employee;
- (8) attendance at an examination of an employee who reasonably believes he or she may be the subject of a disciplinary or adverse action;
- (9) informal consultation meetings between the Employer and the Union;
- (10) conferring with affected employees about matters for which remedial relief is available under the terms of this Agreement;
- (11) attendance at meetings of committees on which Union representatives are authorized members by the Employer or this Agreement;
- (12) attendance at labor-management committee meetings or other joint labor-management cooperative efforts;
- (13) attendance at Employer recognized or sponsored activities to which the Union has been invited;
- (14) attendance at public hearings of the District of Columbia City Council or other legislative/administrative bodies of the District or federal government relating to matters that affect either the Employer or labor relations/labor matters in the District of Columbia that impact or may impact the Union;
- (15) necessary travel to any of the activities listed above;
- (16) training related to the representational functions of Union officials and stewards which the parties agree is to their mutual benefit and for which management is given notice and provided with an agenda and course description; and
- (17) new employee orientation meetings.

C. Official time shall not include time spent on internal Union business, including, but not limited to:

- (1) Attending Local, Regional, or National Union meetings;
- (2) Soliciting members;
- (3) Collecting dues;

- (4) Posting notices of Union meetings; administering elections;
- (5) Preparing and distributing internal Union newsletters or other such internal documents; and,
- (6) Internal Union strategy sessions, except for representational functions.

Section 5 - Requesting Official Time:

A. All use of official time by any Union officer, official, steward or other representative must be recorded on the Employer-approved Official Time Report Form and submitted on a monthly basis to Employer's designee.

B. Official time for Union representatives should be requested on the approved "Official Time Report" form. The Union representative will request authorization for official time from his or her supervisor in advance and as is consistent with workload requirements except when circumstances do not allow for advance approval (e.g., unscheduled meetings called by management where the Union's attendance is requested; or representation of employees in investigatory interviews; or circumstances where the employee might be subject to discipline). Failure to properly request and obtain approval of official time may result in disciplinary action depending on the circumstances.

C. All advance requests for official time are understood to be estimates.

D. If a request for official time is denied, the manager or supervisor refusing such permission shall give the reasons for refusal in writing to the individual who was so denied, if the individual involved makes such a request.

E. Employee Union representatives, except the Union President, in light of his 50% reduced caseload, Vice President #1, in light of his or her 20% reduced caseload, and Vice President #2, in light of his or her 15% reduced caseload, will complete the "Official Time Report" form (attached to this Agreement as Exhibit "A") provided by the Employer to accurately depict the actual official time used in a timely manner each pay period.

F. Management shall not prevent Union representatives from representing employees at reasonable times consistent with the provisions of this Agreement. The Union and employees recognize that workload and scheduling considerations will not always allow for the immediate release of employees from their assignments. However, the Employer agrees that such permission for release shall not be unreasonably delayed or denied. Workload needs will be balanced with official time needs prior to approval based on the following standard: official time requests shall be granted unless they hinder the accomplishment of essential workload requirements that cannot otherwise be accommodated.

G. All affected employees (e.g., grievants, representatives, witnesses, and appellants) whose presence has been determined to be necessary, by either the Union or the Employer, as the case may be, at relevant proceedings (including hearings, meetings, arbitrations, oral replies, or other labor-management business) will receive necessary official/duty time to participate in and travel to and from the proceedings.

Section 6:

A. The parties agree that Union officials and stewards are entitled to take a reasonable amount of official time and the officials and stewards requesting/using official time shall be treated with civility and shall not be discriminated against because they participate in Union activities and/or take official time. Likewise, Union officials and stewards shall treat supervisors with civility in regard to their supervisors need to have information about the amount and type of official time being requested so that the supervisor can effectively manage their personnel and allotted workload. The parties agree that there is a need for flexibility to enable managers to effectuate the mission of the government and, at the same time, to enable Union officials and stewards of the bargaining unit to take care of Union business expeditiously.

B. In cases of alleged abuse of official time by the Union, or alleged improper restriction of official time or discrimination by the Employer, the parties shall endeavor to resolve the matter at the lowest possible level. If efforts to resolve the matter between the first line supervisor and the Union official or representative fail, then the party alleging the abuse or improper restriction shall bring the matter to the attention of the appropriate management and Union representatives. If the matter is not resolved then either party may seek assistance from the D.C. Office of Labor Relations and Collective Bargaining.

Section 7:

The parties shall conduct separate training concerning use of official time for members and managers and supervisors.

ARTICLE 7 UNION USE OF EMPLOYER FACILITIES AND SERVICES

Section 1:

Upon request, the Union may have access to meeting space by following established Employer procedures. Except as provided elsewhere in this Agreement, the Union shall attempt to hold meetings during the non-work time of employees attending the meetings. The Union will be responsible for maintaining decorum at meetings on the Employer's premises and for restoring the space to the same condition to which it existed prior to the meetings.

Section 2:

Employer manpower, office space, and supplies, except as otherwise provided in this Agreement, shall not be used in support of internal Union business.

Section 3:

The Employer may provide appropriate office space with a locking door for the Union. Assigned Union office space will remain in use unless or until the Employer needs the use of the assigned space. In this event, management will notify the Union sixty (60) days in advance. Other approximately equivalent or mutually agreeable space will be made available at least

fifteen (15) business days prior to the time the Union is required to vacate the present office.

Section 4:

The Employer will make available to the Union at a minimum two (2) locking file cabinets, one (1) desk, and three (3) chairs.

Section 5:

The Union shall limit its posting of notices and bulletins to Union-designated bulletin boards, and each such posting shall be authorized and initialed by a Union officer or steward. A courtesy copy of all materials to be posted pursuant to this article will be provided to the Attorney General and/or Mayor, as appropriate, or their designees at the time of posting. Each bulletin board shall have the following notice posted in a prominent place:

This bulletin board is for the exclusive use of AFGE Local 1403 and its membership. Matters posted on the board are not intended to reflect the official views of the DC Government or the Employer unless issued by them.

Section 6:

The contents of the notices posted on the bulletin board shall be at the discretion of the Union, except that the Attorney General and/or Mayor, as appropriate, or their designees may request the removal of language or material that it believes is defamatory or discriminatory. With notice to the Union, Employer may remove language or material that is defamatory or discriminatory.

Section 7:

Union officers and representatives, and other unit members who serve in any capacity on behalf of the Union, may use their regular workstations including telephones, computers, and e-mails to communicate with bargaining unit employees in connection with their representational functions; provided however, such activity shall not interfere with the effective operation of the Government's business. Employer shall not monitor Union telephone or email activity or content related to representational functions. All communication regarding terms and conditions of employment shall be in accordance with the Code of Conduct applicable to District Government employees as defined in the Government Ethics Act (D.C. Law 19-124, D.C. Official Code § 1-1161.01 *et seq.*). Communications, including broadcast emails, will not contain statements that reflect on or attack the integrity or motives of individuals, the Office of the Attorney General, the Mayor, or other agencies of the District Government. Communications will clearly identify the Union official responsible for its content.

ARTICLE 8 PERSONNEL FILES

Section 1 - Official Files – Definition and Right to Examine:

Employees and/or their authorized representatives shall be permitted to examine all contents of the employee's personnel files, including without limitation the Official Personnel File ("OPF"), whether maintained by the Employer, DCHR or elsewhere, upon request.

Section 2 - Right to Respond:

Each Employee shall have the right to answer any material filed in his/her personnel files and his/her answer shall be attached to the material to which it relates. Unless prohibited by law or regulation, in the case of complaints made orally that are reduced to writing and placed in an personnel file, Employees shall be informed of the person making the complaint; the substance of the complaint, and the date the complaint was made and may respond as provided for in this section.

Section 3 - Right to Copy:

An employee and/or their authorized representatives will be permitted to copy any material in all personnel files, including without limitation the OPF, for that employee maintained by the Employer.

Section 4 - Access by Union:

Upon presentation of written authorization by an employee, the Union representative may examine all of the employee's personnel files, including without limitation the OPF, and obtain copies of the material free of charge.

Section 5 – Employee to Receive Copies:

As consistent with applicable law, the employee shall receive a copy of all material placed in his/her OPF and all personnel related materials, including electronic data, upon request.

ARTICLE 9 JOB DESCRIPTIONS

Each employee within the unit shall receive a copy of his/her current job description upon request. When an employee's job description is changed, the employee and the Union shall be provided a copy of the new job description. When there is a material change in job duties, the employee shall be given advance notice of the change.

ARTICLE 10 LATE ARRIVAL/EARLY DISMISSAL

Section 1 -- Late Arrival:

Employees shall be permitted to arrive late at work without charge to leave during inclement weather or during other extraordinary circumstances where the District government has authorized a late arrival for all non-essential employees, consistent with the authorization. All employees shall be considered non-essential for purposes of this Article unless they have been previously notified of their essential status.

Section 2 -- Early Dismissal:

A. Whenever the Attorney General, the Mayor, designated agency head, or an authorized official authorizes the early dismissal of District government employees, all employees (except those who have been designated in advance as essential employees consistent with the applicable laws and regulations and those who have been notified by their supervisor that because of specific pressing work requirements that they may not leave work early) shall be permitted to leave their duty stations consistent with the early dismissal authorization. The Attorney General and/or Mayor (or their designees) shall make every reasonable effort to ensure that employees are notified timely of the early dismissal or other leave policy during extraordinary circumstances. In addition, managers and supervisors shall make every reasonable attempt to ensure that employees who they manage or supervise are notified of the early dismissal authorization.

B. Notice shall be provided to employees whose work assignments do not permit them to leave work early regardless of the general early release authorization.

Section 3 -- Employees on leave during the late arrival/early dismissal period:

An employee who previously requested and was granted leave during the authorized late arrival and/or early dismissal hours shall not be charged leave for the period requested that coincides with the authorized late arrival and/or early dismissal hours.

ARTICLE 11 STRIKES AND LOCKOUTS

In accordance with applicable law, it shall be unlawful for any District Government employee or the Union to authorize, ratify or participate in a strike against the District. The term strike as used herein means any unauthorized concerted work stoppage or slowdown. No lockout of employees shall be instituted by the Employer during the term of this Agreement except that the Employer in a strike situation retains the right to close down any facilities to provide for the safety of employees, equipment or the public.

ARTICLE 12 CONTRACTING OUT/PRIVATIZATION

Employer recognizes the Union's desire to retain all work regularly performed for the Employer, and the Union recognizes the Employer's need to maintain an efficient workplace; therefore, Employer will use its best efforts to continue to use bargaining unit employees and not subcontract work that has been traditionally and regularly performed by its employees. Decisions regarding contracting out are areas of discretion of the Employer. The impact and implementation of contracting out upon bargaining unit employees is a mandatory subject of bargaining. The Employer must notify the Union at least thirty (30) days in advance of any contracting out actions. The Union shall have full opportunity to make its recommendations known to the Employer who will duly consider the Union's position and give reasons in writing to the Union for any contracting out action. The Employer shall consult with the Union to determine if the needs of the Government may be met by means other than contracting out work traditionally performed by bargaining unit employees. The Employer shall minimize displacement actions by reassigning or retraining affected employees in order to retain bargaining unit employees consistent with available budget and applicable laws and regulations.

ARTICLE 13 UNION RIGHTS AND SECURITY

Section 1 – Exclusive Agent:

The Union shall be the exclusive collective bargaining representative of bargaining unit employees.

Section 2 – Access to Employees:

Representatives of the Union shall have access to individual employees, either new or rehired, in its bargaining unit to explain Union membership, services and programs. Such access shall be voluntary for new and rehired employees and shall occur during the formal orientation session. The Union shall have the opportunity to provide a fifteen (15) minute presentation as a part of the orientation programs for the Employer.

Section 3 – Dues Check Off:

Pursuant to D.C. Official Code § 1-617.07 (2012 Rcpl.), the Employer shall deduct dues from the bi-weekly salaries of those employees who authorize the deduction of said dues. The Union shall be solely responsible for notifying employees, prior to obtaining their authorization, that they have certain constitutional rights under *Chicago Teachers Union Local No. 1 v. Hudson*, 475 U.S. 292 (1986) and related cases. The employee must complete and sign an authorized dues deduction form to authorize the withholding. Employer will promptly process dues deduction forms.

Section 4 – Annual Notification of Annual Dues Amount:

The amount to be deducted shall be certified to the Office of Labor Relations and Collective Bargaining (OLRCB) annually in writing by the appropriate official of the Union. The employee's authorization shall be forwarded to the OLRCB. It is the responsibility of the employee and the Union to bring errors or changes in status to the attention of the Employer. Corrections or changes shall be made at the earliest opportunity after notification is received but in no case will changes be made retroactively, unless the Employer fails to deduct dues due to the Employer's action or inaction. This provision shall supersede any other dues deduction agreement in effect prior to the effective date of this Agreement.

Section 5 – Service Fees:

In keeping with the principle that employees who benefit by the Agreement should share in the cost of its administration, the Union shall require that employees who do not pay Union dues to pay an amount (not to exceed Union dues) that represents the cost of negotiation and/or representation. Such service fee deductions shall be allowed when the Union presents evidence that at least fifty-one percent (51%) of the employees in the unit are members of the Union.

Section 6 – Cost of Processing:

Union dues and/or service fees shall be transmitted to the Union, minus a fee of \$.15 per deduction (dues or service fee) per pay period, payable to the OLRCB or the Office of the Attorney General, as the case may be, for the administrative expenses associated with the collection of said dues pursuant to executed dues check off authorizations.

Section 7 – Hold Harmless:

The Union shall indemnify, defend and hold the Employer harmless against any and all claims, demands and other forms of liability that may arise from the operation of this Article. In any case in which a judgment is entered against the Employer as a result of the deduction of dues or other fees, the amount held to be improperly deducted from an employee's pay and actually transferred to the Union by the Employer shall be returned to the Employer or conveyed by the Union to the employee(s) as appropriate.

Section 8:

Payment of dues or service fees shall not be a condition of employment.

Section 9:

When a service fee is not in effect, the Union may require that an employee who does not pay dues or service fees to pay reasonable costs incurred by the Union in representing such employee in grievances, adverse actions or appeal proceedings within the provisions of the CMLA, provided the Union gives advance notice of said costs to the employee.

Section 10:

The terms and conditions of this Agreement shall apply to all employees in the bargaining unit without regard to Union membership.

**ARTICLE 14
TERM EMPLOYEES**

Section 1:

A. Term employees in the bargaining unit shall be given not less than two (2) pay periods notice of the termination of their appointment.

B. Term bargaining unit employees shall be fully informed in their offer letter prior to their entrance on duty that the offer of employment is a term position. Term employees shall be provided a copy of their official position description.

C. To the extent not inconsistent with District or Federal law and regulations, the Employer shall use its best efforts, to convert term bargaining unit employees ("NTE employees") to permanent ("FTE") status by the end of each fiscal year if (1) the employee is in a pay status on September 30, 2017, and at the start of each successive fiscal year; (2) Council appropriates sufficient funding that may be utilized for the conversion of attorney term employment into permanent employment; (3) the employee performs services for which the Employer has a continuous need; and (4) the employee has both served for at least one year and performed at a meets expectations level, or the equivalent, for the most recent evaluation rating period. If a term employee is separated by management for any reason, other than project termination or budgetary reasons, and management previously extended the employee's term for 13 months, so that the employee is separated at the end of his or her second term, the employee shall have an opportunity to challenge his or her separation to the same extent as permanent unit employees.

D. By December 1st of each year, Employer must provide the Union with the names of all unit term employees, the reason why their positions are term positions, and the names of all unit employees who have been converted to FTE status.

Section 2 – Priority Conversion of NTE Employees to FTE Status:

When management determines to fill a FTE vacancy in a legal services section, the most senior qualified NTE employee with substantially similar, or greater, experience to the vacant position in that section, providing that the employee has a satisfactory performance appraisal and more than 24 months continuous employment, must be offered the FTE position.

ARTICLE 15 DISCRIMINATION

Section 1 – General Provisions:

A. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code 2-1401 et seq. (2012 Repl.), the Employer shall not discriminate against any Employee because of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, disability, gender identity or expression or genetic information.

B. Employer and the Union agree to cooperate to provide equal opportunity for employment and promotion to all qualified persons, to cooperate in ending discrimination, and to promote the full realization of equal employment opportunity through a positive and continuing effort. To this end, EEO concerns may be filed with OAG's or the Mayor's EEO Director, as applicable and in accordance with OAG's Equal Employment Opportunity Office Order currently in effect, as amended, or any substantively similar Mayoral policy or directive, respectively and as the case may be. . At the request of either the Union or Employer, the appropriate EEO Director shall consider any employment practice or policy that allegedly has an adverse impact on members of any protected group.

Section 2 – Equal Employment Practices:

The Employer shall continue implementation of any applicable Equal Employment Opportunity Policy and any applicable Affirmative Action Plan in accordance with existing law on affirmative action. The respective Affirmative Action Plans will be developed in accordance with Federal and D.C. Office of Human Rights guidelines. The Union may provide nonbinding input on the development of the Affirmative Action Plans through OAG's or the Mayor's EEO Director, as applicable. The Employer shall provide the Union a copy of the Affirmative Action Plans, when developed by the Employer.

Section 3 – Sexual Harassment:

A. All Employees must be allowed to work in an environment free from sexual harassment. Therefore, the Union and Employer agree to identify and work to eliminate such occurrences in accordance with any applicable District sexual harassment policy as amended or any subsequent policy developed.

B. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Section 4 – Union Activity:

The Employer shall not in any way discriminate against any employee because of his/her membership or affiliation in or with the Union or service in any capacity on behalf of the Union. Each employee has the right, freely and without fear of penalty or reprisal:

- A. To form, join and assist in labor organization or to refrain from this activity;
- B. To engage in collective bargaining concerning terms and conditions of employment, as may be appropriate under the law, rules and regulations through a duly designated representative; and
- C. To be protected in the exercise of these rights.

Section 5 – Discrimination Charges and Election:

A. An employee may raise a complaint of discrimination under applicable law (to the Mayor's or OAG's EEO Director through the administrative complaint process, the Office of Human Rights, the Equal Employment Opportunity Commission, local or federal courts). In consideration for the benefits of arbitration, each employee must sign the attached waiver acknowledging voluntary waiver of his/her federal statutory rights, including his/her rights under Title VII as a condition precedent to submission of his/her discrimination complaint to the grievance process. If an employee elects not to voluntarily waive his/her rights, the employee cannot submit his/her discrimination claim through the grievance process. Grievances must be filed within thirty (30) days of the date that the employee knew or should have known of the conduct being grieved. An employee shall be deemed to have exercised this option when the matter that gives rise to the allegation of discrimination is made the subject of a timely filed grievance or an informal EEO complaint, whichever event (filing) occurs first.

B. The Union and Employer shall agree on a panel of arbitrators who shall have at least five years of experience in employment discrimination law to hear such grievances at the arbitration level of review.

C. A party may appeal an arbitrator's award to the Public Employee Relations Board (PERB). If PERB fails to either exercise jurisdiction or fails to take any step to move the matter forward within 180 days, the complainant shall remove and file the matter with D.C. Office of Human Rights for *de novo* review.

D. A complainant has the right to be accompanied, represented, and advised by a representative of her/his choosing at any stage of the complaint process, except where there is a conflict of interest or position. No party (including the Employee or the Union) is entitled to attorney fees or costs at any level of review for any grievance filed under this Article.

E. The Employer shall notify the Union of all remedial or corrective actions that impact on bargaining unit employees to be taken as the result of informal or formal resolution of EEO complaints.

FORM TO BE COMPLETED BY EMPLOYEES WHO DECIDE TO FILE A GRIEVANCE
OVER A DISCRIMINATION CHARGE

I, _____, acknowledge that I have decided to submit my
employment discrimination charge through the grievance procedure. In consideration of
arbitration, I will forego and waive my rights to file a separate claim under the discrimination
statutes, including Title VII, in accordance with applicable law governing such elections. *See*
Alexander v. Denver-Gardner, 415 U.S. 36 (1974).

Dated:

EMPLOYEE'S NAME

ARTICLE 16
SAFETY AND HEALTH

Section 1 - Working Conditions:

A. The Employer shall provide and maintain safe working conditions for all
employees. It is understood that the District may exceed standards established by regulations
consistent with the objectives set by law. The Union will cooperate in these efforts by
encouraging its members to work in a safe manner and to obey established safety practices and
regulations.

B. Matters involving safety and health will be governed by the D.C. Occupational
Safety and Health Plan in accordance with the Comprehensive Merit Personnel Act (D.C.
Official Code section 1-620.01 et seq., as amended (2012 Repl.)).

Section 2 - Corrective Actions:

A. If an employee observes a condition that he or she reasonably believes to be unsafe, the employee shall report the condition to the immediate supervisor and the OAG Risk Manager Specialist or the Risk Manager for the District agency, as applicable.

B. If the supervisor determines that a condition constitutes an immediate hazard to the health and safety of the employee, the supervisor shall take immediate precautions to protect the employee and contact the appropriate Risk Manager Specialist, as necessary. If the supervisor does not agree that the condition constitutes an immediate hazard to the health and safety of the employee, the employee may immediately refer the matter to the next level supervisor or designee. The supervisor or designee shall meet as soon as possible with the employee and his/her Union representative to make a determination of final actions to be taken, if any.

C. Employees shall be protected against penalty or reprisal for reporting an unsafe or unhealthful working condition or practice, or assisting in the investigation of such condition or practice.

Section 3 - First Aid Kits and Defibrillators:

A. Employer shall make first-aid kits reasonably available for the use of all employees in case of on the job injuries.

B. The need for additional first-aid kits is an appropriate issue for the Risk Assessment and Control Committee recommendation. Recommendations of the Risk Assessment and Control Committee will be referred to the Attorney General and/or the Mayor, or their designees.

C. Employer shall provide accessible defibrillators meeting the applicable standard of care where employees in the District legal service occupy office space.

D. Employees who have been identified by the Risk Management Specialist as having been exposed to a toxic substance (including, but not limited to asbestos) in sufficient quantity or duration to meet District Government risk standards shall receive appropriate health screening. In the absence of District Government risk standards, the OAG Risk Manager or the Risk Manager for the District agency, as applicable, will refer to standards established by other appropriate authorities such as OSHA, NIOSH or the EPA.

Section 4 - Excessive Temperatures in Buildings:

Employees, other than those determined by the Employer to be essential, shall be released from duty or reassigned to other duties of a similar nature at a suitably temperate site because of excessively hot or cold conditions in a building. The Employer shall make this determination as expeditiously as possible. In lieu of dismissal, the Employer may authorize employees affected

by excessive temperature conditions to telecommute until the condition abates. Administrative leave shall be granted if authorized by the Mayor, the Attorney General, or their designees.

Section 5 – Maintenance of Health Records:

Medical records of employees shall be maintained in accordance with the applicable provisions of law. Medical records shall not be disclosed to anyone except in compliance with applicable laws, rules and regulations relating to the disclosure of information. Copies of rules relating to medical records and information shall be made available to the Union.

ARTICLE 17 INFORMATIONAL REPORTS ON EMPLOYEES

Upon request, and at least annually by December 31st of each year, Employer shall provide the Union a list of bargaining unit members that includes the name, grade, step, title, hire date, organizational unit, assignment, location, contact information (including work address, telephone number and fax number) and bargaining unit status of each bargaining unit employee. The Employer shall maintain the Union on the regular distribution list for the New Hires and Resignations Report, which shall be updated at least quarterly. The Employer shall include the Union status on the New Hires and Resignations Report provided to the Union.

ARTICLE 18 FITNESS FOR DUTY

The Employer agrees to comply with applicable District law and controlling regulations concerning fitness for duty.

ARTICLE 19 REQUESTS FOR INFORMATION

Consistent with law and upon request of the Union, the Employer shall provide relevant information that the Union needs to perform its duties in grievance processing and collective bargaining negotiations.

ARTICLE 20 EMPLOYEE USE OF INFORMATION TECHNOLOGY

Section 1 – New Technology:

Whenever the Employer proposes to acquire or implement equipment or technological changes that may adversely impact employees in the bargaining unit, the Employer shall notify the Union and, when requested, bargain over any adverse effect. Appropriate training for affected employees that will enable

them to maintain their present job status shall be among the principal considerations as part of such bargaining. The Employer shall provide training for affected employees to acquire and maintain the skills and knowledge necessary for new equipment or procedures. The training shall be held during working hours. The Employer shall bear the expense of the training. The Employer shall provide training for employees who had previously not been required to use existing technology but who are then required to do so.

Section 2 – Electronic Mail Use:

The parties acknowledge that D.C. Government-provided electronic mail (email) services are to be used for internal and external communications that serve legitimate government functions and purposes. Employees are expected to be familiar with the D.C. Government's Email User Policy. The parties agree that employees are allowed to use email on a limited basis for personal purposes, but such use should be limited to non-work time and should not interfere with the performance of the employee's duties, nor used to conduct outside employment or for discriminatory or harassing purposes or exchange of pornographic, discriminatory or harassing material.

Section 3 – Internet Access and Use:

The parties agree that Internet access through the Employer is considered D.C. Government property and must be used for the program needs of the OAG and the District of Columbia. Employees are expected to be familiar with the D.C. Government's Internet Access and Use Policy. The parties agree that employees are allowed to use the Internet on a limited basis for personal purposes, but that such use should not interfere with the performance of the employee's duties. Employees are expressly prohibited from visiting websites to conduct outside employment or that contain discriminatory, pornographic, bandwidth-consuming, or harassing material.

Section 4 – Telephone Use:

The Employer and Union agree that D.C. Government telephones must be used primarily in support of D.C. Government programs. The parties acknowledge that employees are permitted to use telephones on an occasional and selective basis for personal purposes. Such use is a privilege and not a right and may not be abused for the conduct of outside employment during the scheduled tour of duty of the employee or for discriminatory, pornographic, or harassing purposes.

Section 5 – Privacy:

Except as provided generally under current, written, and published D.C. Government policies, the Office of the Attorney General shall not monitor employee email, telephone, or internet use, unless it has good cause to believe that an employee has violated this Article or any applicable law or regulation. The Employer will share with the Union notices of any changes or modifications to said policies that it receives.

ARTICLE 21 TRAINING

Section 1 - New Employee Orientation:

Employer will provide each new employee with an orientation and will notify the Union, in advance, of any such orientation. The orientation shall include a fifteen (15) minute presentation by the Union regarding Union membership.

Section 2 - Continued Training Opportunities:

The Employer and Union mutually agree that the legal services provided by attorneys employed by OAG and other District agencies that employ District legal service attorneys will be enhanced by the opportunity for attorneys to engage in continuing legal education that is relevant to their work. The Employer shall encourage and assist Employees in obtaining career-related training and education both inside and outside the OAG and other District agencies that employ District legal service attorneys by collecting and posting current information available on training and educational opportunities. The Employer shall inform Employees of time or expense assistance the Employer may be able to provide. Continued training shall be provided and approved within budgetary constraints. The Employer will use its best efforts to provide a variety of appropriate continuing legal education opportunities, including ongoing access to online training opportunities and legal ethics training opportunities, throughout each year at no cost to employees to enable employees to meet their continuing legal education requirements under the Legal Service Act.

Section 3 - Requests for Continued Training:

The Employer may consider requests for continued training of Employees and may provide time or expense assistance to Employees. Continued training opportunities shall be afforded Employees on a fair and impartial basis to the maximum extent possible. Employees shall be promptly informed of a denial of a training request together with the reason for the denial. The parties agree that the program needs of the Employer are paramount in providing training to Bargaining Unit Employees.

ARTICLE 22 EMPLOYEE RIGHTS

Section 1 – Respect in the Workplace:

It is the intent of the Mayor, the Attorney General, and the Union that all employees both within the bargaining unit and outside shall be treated with fairness and dignity.

Section 2 - Employee Rights:

A. All Union employees have the right, and shall be protected in the free exercise of that right without fear of penalty or reprisal:

- (1) to organize a labor organization free from interference, restraint, or coercion;
- (2) to form, join, or assist any labor organization;
- (3) to bargain collectively through representatives of their own choosing; and
- (4) to refrain from any or all such activities under subsections (1), (2), and (3) of this subsection, except to the extent that such right may be affected by an agreement requiring membership in a labor organization as a condition of employment as authorized in D.C. Official Code § 1-617.11 (2012 Supp.) ("Employee Rights").

B. Employee Rights shall extend to participation in the management of the Union and acting for it in the capacity of a Union representative, including representation of its views to the officials of the Mayor, the Attorney General, D.C. Council and Congress.

Section 3 - Employee Grievances:

An individual employee may present a grievance at any time to the Employer without the intervention of the Union; provided, however, that the Union is afforded at least forty-eight (48) hours advance notice by the Employer to be present and to offer its view when requested by an employee at any meeting held to resolve the grievance. Any employee or group of employees who present a personal grievance to the Employer may not do so under the name, or by representation, of the Union. Resolutions of grievance must be consistent with the terms of this Agreement.

Section 4 – Conflicts of Interest:

This Agreement does not authorize participation in the management of or acting as a representative of a labor organization by any employee if the participation or activity would result in a conflict of interest, a breach of legal ethics, or otherwise be incompatible with applicable law or with the official duties of the employee.

Section 5 - Campaigns or Drives - Solicitation of Employees in the Bargaining Unit:

A. Definition: For the purpose of this Article, solicitation of employees in the bargaining unit means OAG or District government approved solicitations which have been announced in generally published OAG or D.C. government directives.

B. Participation: Contributions from employees in the bargaining unit and participation by employees in the unit to solicit contributions shall be voluntary. There shall be no discrimination against

any employee in the unit for non-participation or for any level of contributions. An employee in the bargaining unit may be requested to volunteer or solicit for contributions. Absent a volunteer, management will request the Union to assist in providing the needed volunteer. Consistent with District government ethics rules, regulations and law, no management or supervisory employee shall participate in any direct solicitation of employees in the bargaining unit who are under his/her supervision except for occasional office functions.

ARTICLE 23

SABBATICAL/EXTENDED LEAVE

It is management policy to allow attorneys to apply for an extended time away from work for community service, education, travel or other outside interests in a non-pay status. To be eligible for a sabbatical, an attorney must have both: 1) been employed within the District legal service for seven years, and 2) received a performance evaluation of at least Successful, or an equivalent rating, in every category for the rating period which immediately precedes the application for sabbatical/extended leave. An attorney who receives a Needs Improvement or a Fails Expectation, or an equivalent rating, in any category is ineligible. At any time after completion of the attorney's seventh anniversary with the District legal service and each successive seven years after return from a sabbatical, the attorney may request up to one (1) year of leave as sabbatical. Attorneys who elect to take a sabbatical will return to a comparable position with the OAG or the District agency in which they worked prior to the sabbatical.

Section 1 – Process:

Application for sabbatical should be submitted to the attorney's immediate supervisor no later than 120 days before the proposed leave is to commence. The immediate supervisor shall review each application and send a recommendation to approve or disapprove the request to the Attorney General or agency director within 30 days of the submission of the request.

Section 2 – Supervisor's Authority:

Sabbaticals may be taken for any purpose. However, the reason for the request may be taken into consideration by the employee's supervisor in determining whether to approve the request. Final decision on request for sabbatical is in the sole discretion of the Mayor or Attorney General, as applicable, who, in his/her discretion, may set limits on the number of attorneys who shall be approved for a sabbatical in any one year. If an employee asks for the reason for the denial, a supervisor must provide a written justification for the denial. The denial of an application for sabbatical/extended leave is not grievable.

Section 3 – Potential Loss of Benefits and Insurance Premiums:

Attorneys understand that an extended leave of absence in a non -pay status may impact his or her retirement and other benefits with the District of Columbia. Attorneys also understand that they are required to pay their portion of any insurance premiums while in a non -pay status. Attorneys shall inform themselves of the District of Columbia rules and regulations applicable to

an extended leave of absence in a non -pay status before submitting the request for sabbatical. Under no circumstances is the management required to allow attorneys to use leave intermittently to avoid the loss of benefits while the attorney is on sabbatical.

ARTICLE 24 REASSIGNMENTS, PROMOTIONS, DETAILS

Section 1 – Promotions:

The criteria and selection process for line attorney promotions are contained in OAG Office Order number 2007-36, entitled Promotion Policy for Legal Service Attorneys in the Office of the Attorney General. The terms of this policy are incorporated by reference into this Agreement, except as otherwise provided herein.

Section 2 - Promotion Priority Process:

Notwithstanding any other provision in this Agreement or in promotion policies and office orders, an attorney who is rated qualified for a promotion and assigned a promotion ranking number but not promoted in the rating period for which he or she is first qualified shall be promoted in rank order before attorneys who are later qualified for promotion, unless the Employer can demonstrate that a substantial reason exists for deviating from this provision.

Section 3 - The Promotions Ranking Committee:

A. The Promotions Ranking Committee (PRC) shall be comprised of Employer representatives (i) from each division in OAG or (ii) selected by the Mayor's Office of Legal Counsel for each subordinate agency. The PRC will rank all promotion candidates office-wide in accordance with procedures outlined in the Office Order establishing the PRC. The PRC shall be governed by the specific provisions set forth in applicable District of Columbia laws and regulations.

B. Management will provide a copy of the current list and it shall provide an updated copy as changes are made.

Section 4 – Grievance on Failure to Comply with Process:

Attorneys may not grieve a failure to obtain a promotion or failure to appear on a list of candidates recommended for promotion. The decision on whether to grant a promotion is within the sole and unreviewable discretion of the Attorney General or agency head, as applicable. However, attorneys may grieve management's alleged failure to comply with the process outlined in Office Order number 2007-36, later orders or section 2 above.

Section 5 – Filling Vacancies:

A. Whenever an attorney vacancy exists within OAG or at a subordinate agency, other than a temporary opening, in any existing job classification or as the result of the development or establishment of a new job classification, Employer shall provide a copy to the Union which shall post such vacancy notice on all Union bulletin boards. The Employer shall also post the announcement electronically through the use of agency-wide e-mail no later than ten (10) working days prior to the closing date. A copy of the notices of job openings will be provided to the appropriate Union Steward at the time of posting.

B. During this period, employees who wish to apply for the position, including employees on layoff, may do so. The application shall be in writing, and may be submitted by electronic mail, any official District online application system or in person to the appropriate Personnel Office.

Section 6 - Job Qualifications:

Management has the right to determine job qualifications. Where the Employer has considered the recommendations of the PRC and has determined that two or more employees/applicants for a position are equally qualified to perform the duties of the position, the selection shall be made by the Employer from the designated qualified candidates. The Employer may also reject all candidates on the list and may request a new list.

Section 7 - Additional Duties:

Issues involving changed or additional duties assigned to an employee, within his/her present position, shall be considered in accordance with District government position classification guidelines set forth in the District Personnel Manual and any other applicable District of Columbia law.

ARTICLE 25 TIMELY RECEIPT OF CORRECT PAY AND EXPENSE REIMBURSEMENTS

Section 1 - Tardy or Non-Receipt of Pay:

A. Employer shall use its best efforts to take all action necessary to correct tardy receipts or non-receipts of employee paychecks due to electronic, delivery, or other pay errors within its control.

B. Employer shall use its best efforts to take all action necessary to assist in correcting tardy receipts or non-receipts of employee paychecks due to electronic, delivery, or other pay errors when the specific error or needed correction is not within its control.

Section 2 - Pay Errors:

Employer shall expeditiously use its best efforts to take all action necessary to correct all other paycheck errors including those concerning benefits, sick leave, annual leave and various deductions. In any event, the Employer shall correct all pay errors no later than two (2) weeks following the identification of the error by the employee or the Employer. In the event that pay errors continue to exist more than two pay period after employee provides notice to the appropriate Employer representative and the delay results due to no fault of employee, employee shall receive four (4) hours of administrative leave.

Section 3 - Timely Receipt of Pay, Pay Increases, Bonuses and Reimbursements:

A. Employer agrees to use its best efforts to ensure that pay increases, including but not limited to those resulting from step increases, promotions, bonuses and other salary increases, are paid on the effective date. To this end, Employer shall, among other things, use its best efforts to ensure that paperwork needed to implement such increases is completed within a reasonable time of the proposed effective date of the action and shall process the proposed action as expeditiously as possible, to avoid or minimize any delay in implementation.

A. The Employer must pay all pay increases, including but not limited to those resulting from step increases, promotions, bonuses and other salary increases no later than two (2) pay periods following the effective date of the increase.

Section 4 - Timely Reimbursement of Expenses:

Employer shall use its best efforts to take all necessary action to ensure that reimbursement of pre-authorized expenses related to the employee's employment, including but not limited to travel and education expenses, is paid within thirty (30) days of submission of a proper request.

Section 5 – Audits:

In the event employee requests an audit of pay and benefit records because of errors made in their computation, Employer shall complete such audit and transmit the results to the requesting employee within ten (10) business days or shall provide the employee a reason why additional time is required and shall give a projected date of completion.

ARTICLE 26 GENERAL PROVISIONS

Section 1 - Work Rules:

Employees will be advised of verbal and written work rules that they are required to follow. The Employer agrees that proposed new written work rules and the revision of existing written work rules shall be subject to notice and consultation with the Union.

Section 2 – Identification Device:

The Employer agrees that the employee has a right to participate and identify with the Union as his/her representative in collective bargaining matters. Therefore, the Employer agrees that such identification devices as emblems, buttons and pins supplied by the Union to the employees within the bargaining unit may be worn on their clothing except when appearing in court or before any administrative tribunal or other government agency on behalf of the Employer.

Section 3 - Distribution of Agreement:

The Employer and the Union agree to electronically distribute the fully executed version of this contract to all management and covered employees upon execution of the contract by the parties.

Section 4 – Office Space:

Employer will consider the attorney client and other privileges in providing space. Office space will be identified by OAG, the Mayor, or their designees, and assigned by the Union. Employer determines space, division and section allocation, as well as what offices are available for bargaining unit employees. Employer will afford the Union the advance opportunity to consult over the design of new office space at each step of the design process. The parties acknowledge that this does not interfere with management's final authority to determine the final design.

ARTICLE 27 COMPUTATION OF TIME

All time frames referenced in this Agreement shall be interpreted as business days, unless otherwise specified.

ARTICLE 28 GRIEVANCE AND ARBITRATION PROCEDURES

Section 1 – Definitions:

A grievance under this section is an allegation that the other party has violated a provision of this Agreement. RIFs, furloughs, disciplinary actions and performance rating appeals are excluded from the definition of grievance under this section and such disciplinary actions and ratings are not subject to challenge, review or arbitration under the grievance and arbitration procedures of this section. The grievability of disciplinary actions and performance evaluations is governed by other parts of this Agreement and the Compensation Agreement.

Section 2 – Performance Ratings:

Any performance rating may be appealed within thirty (30) calendar days of receipt by the employee to a three-person committee established by the Attorney General or the Mayor's Office of Legal Counsel. The committee shall be empowered to review the basis for a direct

supervisor's rating, conduct a hearing, receive written briefs, and issue a written decision which shall approve, modify, or reject a performance rating. Any decision by the Committee shall be appealable to the Attorney General or agency head, as applicable, within thirty (30) calendar days of receipt of the decision by the employee. The Attorney General's decision or agency head's decision, as applicable, shall be final and no further appeal shall be allowed under this Agreement. If the committee does not act within thirty (30) calendar days of the appeal, the evaluation may be appealed to the Attorney General or the agency head, as applicable who shall issue a decision within fifteen (15) calendar days thereafter. If the Attorney General or agency head, as applicable, does not act within fifteen (15) calendar days, unsatisfactory evaluations may be appealed under the provisions of this Article within fifteen (15) calendar days. The Attorney General and the Mayor's Office of Legal Counsel shall establish procedures for appeals under this Article to the committee and to the Attorney General and agency head, respectively.

Section 3 – General Provisions:

Any grievance that may arise between the parties involving an alleged violation of this Agreement shall be settled as described in this Article unless otherwise agreed to in writing by the Union President and the Attorney General or agency head, as applicable, or his/her designee.

Section 4 – Information Requests:

Both parties shall provide all information determined to be reasonable and needed by the other party for processing of a grievance after a request by the other party within a reasonable amount of time.

Section 5 – Procedure:

A. This procedure is designed to enable the parties to settle grievances at the lowest possible administrative level. Grievances must be filed at the lowest level where resolution is possible. Therefore, all grievances shall ordinarily be presented to the immediate supervisor unless it is clear that the immediate supervisor does not have authority to deal with the grievance and that it should be filed elsewhere. The Union may request a face-to-face meeting with the appropriate management representative who is delegated authority to deal with the grievance at each step. The parties agree to endeavor to engage in productive meetings to resolve a grievance.

B. Nothing in this Agreement shall be construed as precluding discussion between an employee, the Union and the appropriate supervisor over a matter of interest or concern to any of them prior to the initiation of a grievance. Once a matter has been made the subject of a grievance under this procedure, nothing herein shall preclude any party (the Union, the Employer or the Employee) from attempting to resolve the grievance informally at the appropriate level.

Step 1: The employee and/or the Union shall take up the grievance, in writing, with the employee's immediate supervisor within fifteen (15) business days from the date of the occurrence or when the employee or the Union knew or should have known of the occurrence. The written grievance shall be clearly identified as a grievance submitted under the provisions of this Article, and shall list the name of the grievant or grievants, the contract provisions allegedly

violated, the basic facts, issues, or concerns giving rise to the grievance, the date or approximate date and location of the violation and the remedy sought. The supervisor shall address the matter and shall respond, in writing, to the Steward and/or the employee within fifteen (15) business days after the receipt of the grievance.

Step 2: If the grievance has not been settled, or the supervisor has failed to respond, it may be presented in writing by the Union to the second level supervisor within ten (10) business days after the Step 1 response is due or received, whichever is sooner. The second level supervisor shall respond to the Union in writing within ten (10) business days after receipt of the written grievance.

Step 3: If the grievance is still unresolved, or the supervisor has failed to respond, it may be presented in writing by the Union to the Attorney General or agency head, as applicable, or his/her designee, within twenty (20) working days after the Step 2 response is due or received, whichever is sooner. The Attorney General or agency head, as applicable, or his/her designee, shall respond in writing to the Union within twenty (20) business days after receipt of the written grievance.

Step 4: If the grievance is still unresolved, or the Attorney General, or agency head, as applicable, or his/her designee has failed to respond, the Union may by written notice request arbitration within twenty (20) business days after the reply at Step 3 is due or received whichever is sooner.

A grievance filed by the Union on a matter involving more than one division within OAG, may be filed with the Attorney General or his/her designee at Step 3. The grievance must be filed within fifteen (15) business days from the date of the occurrence giving rise to the grievance or when the Union knew or should have known of the occurrence.

When mutually agreed by the parties, grievances on the same matter on behalf of two (2) or more employees may be processed as a single grievance for the purpose of resolving all the grievances.

A grievance filed by the Union which does not seek personal relief for a particular employee or a group of employees, but rather expresses the Union's disagreement with management's interpretation or application of the Agreement and which seeks an institutional remedy shall be filed at Step 3 within fifteen (15) business days from the date of the occurrence or when the Union knew or should have known of the occurrence to the extent reasonably possible.

A grievance filed by the Employer should be filed directly with the Union President within fifteen (15) business days from the date of the occurrence or when the Employer knew or should have known of the occurrence giving rise to the grievance. The Union President shall have fifteen (15) business days to respond. If the Employer's grievance is still unresolved, or the Union President or his/her designee has failed to respond, the Employer may by written notice request arbitration within twenty (20) business days after the Union's reply is due or received whichever is sooner.

A grievance concerning a continuing violation of this Agreement may be filed at any time during the existence of the alleged violation of this Agreement.

Section 6 - Selection of the Arbitrator:

The arbitration proceeding shall be conducted by an arbitrator selected by the Employer and the Union. The Federal Mediation and Conciliation Service (FMCS) shall be requested to provide a list of seven (7) arbitrators from which an arbitrator shall be selected within seven (7) calendar days after receipt of the list by both parties. Both the Employer and the Union may strike three (3) names from the list using the alternate strike method. The party requesting arbitration shall strike the first name. The arbitration hearing shall be conducted pursuant to the FMCS guidelines unless modified by this Agreement.

Section 7 – Authority of the Arbitrator:

The jurisdiction and authority of the arbitrator and his/her opinion and award shall be confined exclusively to the interpretation or application of the express provisions of this Agreement at issue between the Union and the Employer consistent with applicable law and regulation. He/she shall have no authority to add to, detract from, alter, amend, or modify any provision of this Agreement; or to impose on either party a limitation or obligation not explicitly provided for in this Agreement. The written award of the arbitrator on the merits of any grievance adjudicated within his jurisdiction and authority shall be final and binding on the aggrieved employee, the Union and the Employer, subject to either party's appeal rights to the Public Employee Relations Board and the Superior Court of the District of Columbia.

Section 8 - Decision of the Arbitrator:

The arbitrator shall be requested to render his/her decision in writing within thirty (30) calendar days after the conclusion of the arbitration hearing.

Section 9 - Expenses of the Arbitrator:

Expenses for the arbitrator's services and the proceeding shall be borne equally by the Employer and the Union. However, each party shall be responsible for compensating its own representatives and witnesses. If either party desires a record of the arbitration proceedings, it may cause such a recording to be made, providing it pays for the record and makes copies available without charge to the other party and the arbitrator.

Section 10 - Time Off For Grievance Hearings:

The employee, Union Steward and/or Union representative shall, upon request, be permitted to meet and discuss grievances with designated management officials at each step of the Grievance Procedure within the time specified consistent with Section 4 of Article 6 on Union Stewards.

Section 11 – Time Limits:

All time limits following the initiation of any grievance set forth in this Article may be extended by mutual consent, but if not so extended, must be strictly observed. If the matter in dispute is not resolved within the time period provided for in any step, the next step may be invoked. The appropriate representative of either party shall not unreasonably deny a request for an extension of time if the request is made in writing by the original deadline date. The parties may mutually agree in writing to waive Steps 1 and/or 2 of the procedure described in this Article.

Section 12 – Termination of Grievance:

A grievance shall terminate when either party terminates its own grievance, when both parties consent or for failure to meet contractual time limits. The termination of a grievance shall not prejudice either party from reinstituting a grievance at a later date.

Section 13 – Exclusions:

Matters not within the jurisdiction of the Employer will not be processed as a grievance under this Article unless the matter is specifically included in another provision of this Agreement or the Compensation Agreement.

ARTICLE 29 DISCIPLINE AND DISCHARGE

Section 1 -- Disciplinary Actions:

A. Assistant Attorneys General ("AAG") in the bargaining unit are appointed to serve the District of Columbia consistent with the provisions of the Legal Service Act. An AAG may be subject to disciplinary action, including reprimand, suspension (with or without pay), reduction in grade or step, or removal for unacceptable performance or for any reason that is not arbitrary or capricious. Disciplinary actions shall be processed in accordance with Section 3614, Chapter 36 of the D.C. Personnel Regulations. The Employer shall provide the Employee with ten (10) calendar days advance notice, consistent with the notice provisions of Chapter 36 of the D.C. Personnel Regulations, of any proposed discipline, with the exception of summary removal. The proposed notice of discipline will also be sent to the Union.

B. Notwithstanding Section 1A herein, the Attorney General or an agency head, may summarily suspend or remove a bargaining unit member, in accordance with Sections 1616 and 1617 of the DPM, when the employee's conduct:

1. Threatens the integrity of government operations;
2. Constitutes an immediate hazard to the agency, to other District employees, or to the employee; or

3. Is detrimental to public health, safety, or welfare.

C. Upon request, an employee subject to any disciplinary action shall be allowed access to his or her office, at a mutually agreeable time, to retrieve personal items.

D. If there is no appeal pursuant to the provisions herein, the Attorney General's decision or agency head's decision, as applicable, shall be the final agency decision.

Section 2 -- Appeal Procedures:

After the Attorney General or agency head issues an administrative decision in accordance with §3614, Chapter 36 of the D.C. Personnel Regulations, the Union, on behalf of the Employee, may appeal the Attorney General's or agency head's suspensions of ten days or more, including demotions and terminations, within ten (10) business days of the Attorney General's or agency head's decision. This time limit may be extended by mutual consent of the parties, but if not so extended, must be strictly observed. An appeal to the nonbinding arbitrator shall stay the time limits for invoking a review by the Mayor under Section 3614, Chapter 36 of the D.C. Personnel Regulations. The Attorney General's or the agency head's decision in connection with a suspension of less than ten days or any other corrective action is final and not subject to appeal.

Section 3 -- Stay of Disciplinary Action:

The filing of an appeal shall not serve to stay or delay the effective date of the Attorney General's or agency head's final administrative decision.

Section 4 -- Standard of Review and Authority of the Arbitrator:

A. The arbitrator's jurisdiction and authority and opinion shall be confined exclusively to suspensions of ten days or more, and shall be an advisory, nonbinding decision concerning whether the Employer's decision to discipline is: (1) a result of the Employee's unacceptable performance, (2) for any reason that is not arbitrary or capricious in accordance with § 106.56(a) of the Legal Service Act, or (3) both.

B. The arbitrator does not have authority to modify, amend, or rescind any disciplinary action or to impose any back-pay or other financial obligation on the Employer resulting from the disciplinary action.

Section 5 -- Time Limits:

All time limits set forth, in this Article must be strictly observed. If the Union fails to pursue any step within the time limit then it shall have no further right to continue the appeal.

Section 6 -- Extension of Time Limits:

All time limits set forth in this Article may be extended by mutual consent, but if not so extended, must be strictly observed. If the matter in dispute is not resolved within the time

period provided for in any step, the next step may be invoked. However, if a party fails to pursue any step within the time limit, then he/she shall have no further right to continue the grievance. The appropriate representative of either party shall not unreasonably deny a request for an extension of time if such request is made in writing by the original deadline date. The parties may mutually agree in writing to waive Steps 1 and or 2 of the procedure described in this Article.

Section 7 -- Substitution of Binding Arbitration Procedures:

In the event that the Council of the District of Columbia legislatively establishes a binding arbitration process concerning discipline and discharge for any unit employees in the Legal Service, the parties agree to reopen negotiations solely to rescind this Article to the extent of any conflict and incorporate the binding arbitration process into this Agreement to the maximum extent possible.

ARTICLE 30 SAVINGS CLAUSE

SECTION 1:

In the event any article, section or portion of this Agreement is held to be invalid and unenforceable by any court or other authority of competent jurisdiction, such decision shall apply only to the specific article, section, or portion thereof specified in the decision; and upon issuance of such a decision, the Employer and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof to the extent possible.

SECTION 2:

The terms of this Agreement supersede any subsequently enacted D.C. laws, District Personnel Manual (DPM) regulations, or departmental rules concerning non-compensation covered herein for the term of this agreement.

ARTICLE 31 INCORPORATION OF COMPENSATION AGREEMENT TERMS

The terms and conditions of the Compensation Agreement between the District of Columbia and the American Federation of Government Employees, Local 1403, AFL-CIO, effective October 1, 2017, through September 30, 2020 (Compensation Agreement), are incorporated by reference into this Agreement. The provisions of the Compensation Agreement shall control to the extent of any inconsistency.

ARTICLE 32 DURATION AND FINALITY

Section 1 -- Effective Date

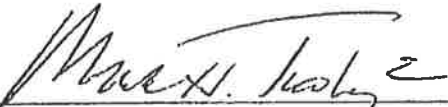
This agreement shall be implemented as provided herein subject to the requirements of Section 1715 of the District of Columbia Comprehensive Merit Personnel Act D.C. Official Code, § 1-617.15(a), (2012 Repl.). This Agreement shall be effective on the date provided by law (i.e., when it is approved by the Council or as otherwise effective pursuant to D.C. Official Code § 1-617.17 (2012 Repl.)) and shall remain in full force and effect until September 30, 2020, or until a new non-compensation agreement becomes effective. Notice to reopen the Agreement shall be provided as required by D.C. Official Code § 1-617.17 (f)(1)(A)(i) (2012 Repl.).

Section 2 – Finality

This Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable non-compensation issues, and contains the full agreement of the parties as to all such non-compensation issues that were or could have been negotiated.

On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**




Mark H. Tuohey, III, Director
Mayor's Office of Legal Counsel

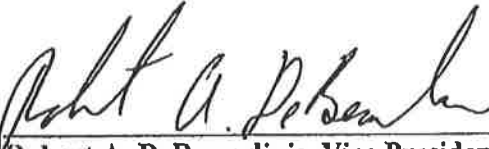


Karl A. Ragain, Attorney General
Office of the Attorney General

**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**




Steve Anderson, President
AFGE, Local 1403





Robert A. DeBerardinis, Vice President
AFGE, Local 1403

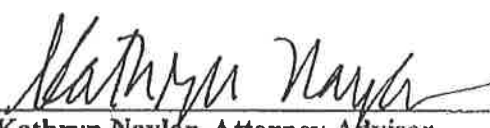
On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

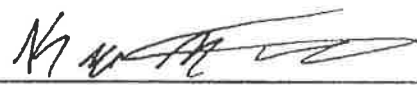
**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



Lionel C. Sims Jr., Esq., Director
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Bargaining


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Mayor's Office of Legal Counsel


Nadine Wilburn, Chief
Personnel, Labor & Employment Division
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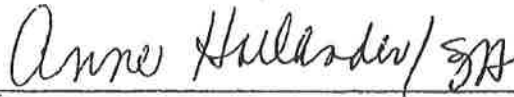

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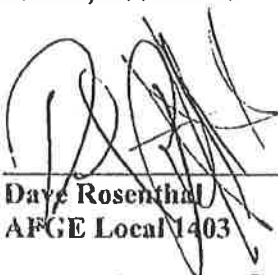

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**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**


Olga L. Clegg, Vice President
AFGE, Local 1403


Anne Hollander
AFGE, Local 1403


Beth-Sherri Akyereko
AFGE, Local 1403


Dave Rosenthal
AFGE Local 1403


Marie-Claire Brown
AFGE Local 1403

COMPENSATION COLLECTIVE BARGAINING AGREEMENT

BETWEEN

DISTRICT OF COLUMBIA

AND

**LABOR ORGANIZATIONS
REPRESENTING COMPENSATION UNITS 1 AND 2**

EFFECTIVE OCTOBER 1, 2006 – SEPTEMBER 30, 2010

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PREAMBLE

This Compensation Agreement is entered into between the Government of the District of Columbia and the undersigned labor organizations representing units of employees comprising Compensation Units 1 and 2, as certified by the Public Employee Relations Board (PERB).

The Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable compensation issues, and contains the full agreement of the parties as to all such compensation issues. The Agreement shall not be reconsidered during its life nor shall either party make any changes in compensation for the duration of the Agreement unless by mutual consent or as required by law.

ARTICLE 1

WAGES

SECTION A: FISCAL YEAR 2007:

Effective the first day of the first full pay period beginning on or after October 1, 2006, the salary schedules of employees employed in bargaining units as certified and assigned to Compensation Units 1 & 2 by the Public Employee Relations Board shall be adjusted by three percent (3.0%) in accordance with past methods of increasing base salary schedules.

SECTION B: FISCAL YEAR 2008:

Effective the first day of the first full pay period beginning on or after October 1, 2007, the salary schedules of employees employed in bargaining units as certified and assigned to Compensation Units 1 & 2 by the Public Employee Relations Board shall be adjusted by three point two five percent (3.25%) in accordance with past methods of increasing base salary schedules.

SECTION C: FISCAL YEAR 2009:

Effective the first day of the first full pay period beginning on or after October 1, 2008, the salary schedules of employees employed in bargaining units as certified and assigned to Compensation Units 1 & 2 by the Public Employee Relations Board shall be adjusted by four percent (4.0%) in accordance with past methods of increasing base salary schedules.

SECTION D: FISCAL YEAR 2010:

Effective the first day of the first full pay period beginning on or after October 1, 2009, the salary schedules of employees employed in bargaining units as certified and assigned to Compensation Units 1 & 2 by the Public Employee Relations Board shall be adjusted by four percent (4.0%) in accordance with past methods of increasing base salary schedules.

ARTICLE 2

METRO PASS

Beginning the first full pay period after October 1, 2007, the District of Columbia Government shall subsidize the cost of monthly transit passes for personal use by employees by not less than twenty five (\$25.00) per month for employees who purchase and use such passes to commute to and from work.

ARTICLE 3

BONUS

The parties agree that the Compensation and Classification Reform Task Force will recommend an appropriate amount of not less than \$300.00 but no greater than \$500.00 to be issued as a bonus to each bargaining unit employee (1) on the payroll as of April 11, 2006 and (2) also employed as of September 30, 2006. The amount to be issued as bonus will be based on available funds in the Compensation and Classification Reform Task Force budget minus outstanding obligations from FY 06 Compensation and Classification Reform Task Force projects.

ARTICLE 4

PRE-PAID LEGAL PLAN

SECTION A:

Effective the first full pay period on or after October 1, 2006, the Employer shall make a monthly contribution of five dollars (\$5.00) for each bargaining unit member toward a pre-paid legal services plan. The Employer shall make monthly contributions directly to the designated provider of the legal services program.

SECTION B:

The plan shall be contracted for by the Union subject to a competitive bidding process where bidders are evaluated and selected by the Union. The District may present a

proposed contract which shall be evaluated on the same basis as other bidders. The contract shall provide that the Employer will be held harmless from any liability arising out of the implementation and administration of the plan by the benefit provider, that the benefit provider will supply utilization statistics to the Employer and the Union upon request for each year of the contract, and that the benefit provider shall bear all administrative costs.

SECTION C:

The parties shall meet to develop procedures to implement the legal plan which shall be binding upon the benefit provider. The procedures shall include an enrollment process.

SECTION D:

To be selected for a contract under this Article, the benefit provider must maintain an office in the District of Columbia; be incorporated in the District and pay a franchise tax and other applicable taxes; have service providers in the District; and maintain a District bank account.

SECTION E:

The Employer's responsibility under the terms of this Article shall be as outlined in Section C of this Article and to make premium payments as is required under Section A of this Article. To the extent that any disputes or inquiries are made by the legal services provider chosen by the Union, those inquiries shall be made exclusively to the Union. The Employer shall only be required to communicate with the Union to resolve any disputes that may arise in the administration of this Article.

ARTICLE 5

DISTRICT OF COLUMBIA EMPLOYEE AFFORDABLE HOUSING TASK FORCE

SECTION A:

The parties agree to establish a joint Labor-Management Affordable Housing Taskforce to facilitate the purchase and/or rental of homes in the District of Columbia by employees in bargaining units covered by the Compensation Units 1 and 2 collective bargaining agreement. Pursuant to the DPM, Part 1, Chapter 3 §301, the District provides a preference for District residents in employment. In order to encourage employees to live and work in the District, the joint Labor-Management Affordable Housing Task Force will strive to inform employees of the programs currently available for home ownership in the District of Columbia. Additionally, the Task Force shall work with other

government agencies including the Department of Housing and Community Development and the District's Housing Finance Agency to further affordable housing opportunities for District employees, who have worked for the District government for at least one year.

1. During fiscal year 2008, the District shall invest the equivalent of a minimum of .25% of the aggregate salaries effective December 31, 2007, of bargaining unit employees in Compensation Units 1 and 2 toward affordable housing initiatives;

2. During fiscal year 2009, the District shall invest the equivalent of a minimum of .25% of the aggregate salaries effective December 31, 2008, of bargaining unit employees in Compensation Units 1 and 2 toward affordable housing initiatives; and

3. During fiscal year 2010, the District shall invest the equivalent of a minimum of .25% of the aggregate salaries effective December 31, 2009, of bargaining unit employees in Compensation Units 1 and 2 toward affordable housing initiatives.

Any funds set aside in Fiscal Years 2008, 2009 and 2010 shall be available for expenditure in that fiscal year or any other fiscal year covered by the Compensation Units 1 and 2 Agreement. All funds set aside for housing incentives shall be expended or obligated prior to the expiration of the Compensation Units 1 and 2 Agreement for FY 2007 – FY 2010.

ARTICLE 6

BENEFITS COMMITTEE

The parties agree to continue their participation on the District's Joint Labor-Management Benefits Committee for the purpose of addressing the benefits of employees in Compensation Units 1 and 2.

SECTION A: RESPONSIBILITIES:

The Parties shall be authorized to consider all matters that concern the benefits of employees in Compensation Units 1 and 2 that are subject to mandatory bargaining between the parties. The Parties shall be empowered to address such matters only to the extent granted by the Unions in Compensation Units 1 and 2 and the District of Columbia Government. The parties agree to apply a system of expedited arbitration if necessary to resolve issues that are subject to mandatory bargaining. The Committee may by consensus discuss and consider other benefit issues that are not mandatory bargaining subjects.

The Committee shall:

1. Monitor the quality and level of services provided to covered employees under existing Health, Optical and Dental Insurance Plans for employees in Compensation Units 1 and 2.
2. Recommend changes and enhancements in Health, Optical and Dental benefits for employees in Compensation Units 1 and 2 consistent with Chapter 6, Subchapter XXI of the D.C. Official Code (2001 ed.).
3. With the assistance of the Office of Contracting and Procurement, evaluate criteria for bids, make recommendations concerning the preparation of solicitation of bids and make recommendations to the contracting officer concerning the selection of providers following the receipt of bids, consistent with Chapter 4 of the D.C. Official Code (2001 ed.).
4. Explore issues concerning the workers' compensation system that affect employees in Compensation Units 1 and 2 consistent with Chapter 6, Subchapter XXIII of the D.C. Official Code (2001 ed.).
5. Discuss proposed benefit programs to determine the extent to which they impact employees in Compensation Units 1 and 2.

SECTION B: MEMBERSHIP

One (1) representative from each national union comprising Compensation Units 1 and 2 shall participate as a member of the Committee.

Management shall appoint, among others, representatives from the District of Columbia Office of Personnel, Compensation and Benefits and the Office of Labor Relations and Collective Bargaining. Each party may bring specialists to speak on or clarify issues.

ARTICLE 7

BENEFITS

SECTION A: LIFE INSURANCE:

1. Life insurance is provided to covered employees in accordance with §1-622.01, *et seq.* of the District of Columbia Official Code (2001 Edition) and Chapter 87 of Title 5 of the United States Code.

(a) District of Columbia Official Code §1-622.03 (2001 Edition) requires that benefits shall be provided as set forth in §1-622.07 to all employees

of the District first employed after September 30, 1987, except those specifically excluded by law or by rule.

(b) District of Columbia Official Code §1-622.01 (2001 Edition) requires that benefits shall be provided as set forth in Chapter 87 of Title 5 of the United States Code for all employees of the District government first employed before October 1, 1987, except those specifically excluded by law or rule and regulation.

2. The current life insurance benefits for employees hired on or after October 1, 1987 are: The District of Columbia provides life insurance in an amount equal to the employee's annual salary rounded to the next thousand, plus an additional \$2,000. Employees are required to pay two-thirds (2/3) of the total cost of the monthly premium. The District Government shall pay one-third (1/3) of the total cost of the premium. Employees may choose to purchase additional life insurance coverage through the District Government. These additions to the basic coverage are set-forth in the schedule below:

Optional Plan	Additional Coverage	Premium Amount
Option A – Standard	Provides \$10,000 additional coverage	Cost determined by age
Option B – Additional	Provides coverage up to five times the employee's annual salary	Cost determined by age and employee's salary
Option C – Family	Provides \$5,000 coverage for the eligible spouse and \$2,500 for each eligible child.	Cost determined by age.

Employees must contact their respective personnel offices to enroll or make changes in their life insurance coverage.

SECTION B: HEALTH INSURANCE:

1. Pursuant to D.C. Official Code §1-621.02 (2001 Edition), all employees covered by this agreement and hired after September 30, 1987, shall be entitled to enroll in group health insurance coverage provided by the District of Columbia.

(a) Health insurance coverage shall provide a level of benefits comparable to the plan(s) provided on the effective date of this agreement. Benefit levels shall not be reduced during the term of this agreement except by mutual agreement of the District, representatives of Compensation Units 1 and 2 and the insurance carrier(s). District employees are required to execute an enrollment form in order to participate in this program.

(b) The District may elect to provide additional health care providers for employees employed after September 30, 1987, provided that such addition of providers does not reduce the current level of benefits provided to employees. Should the District Government decide to expand the list of eligible providers, the District shall give Compensation Units 1 & 2 representatives notice of the proposed additions.

(c) Employees are required to contribute 25% of the total premium cost of the employee's selected plan. The District of Columbia Government shall contribute 75% of the premium cost of the employee's selected plan.

2. Pursuant to D.C. Official Code §1-621.01 (2001 Edition), all District employees covered by this agreement and hired before October 1, 1987, shall be eligible to participate in group health insurance coverage provided through the Federal Employees Health Benefits Program (FEHB) as provided in Chapter 89 of Title 5 of the United States Code. This program is administered by United States Office of Personnel Management.

3. The plan descriptions shall provide the terms of coverage and administration of the respective plans. Employees and union representatives are entitled to receive a copy of the summary plan description upon request. Additionally, employees and union representatives are entitled to review copies of the actual plan description upon advance request.

SECTION C: OPTICAL AND DENTAL:

1. The District shall provide Optical and Dental Plan coverage at a level of benefits comparable to the plan(s) provided on the effective date of this agreement. Benefit levels shall not be reduced during the term of this agreement except by mutual agreement of the District, the Union and the insurance carrier(s). District employees are required to execute an enrollment form in order to participate in the Optical and Dental program.

2. The District may elect to provide additional Optical and/or Dental providers, provided that such addition of providers does not reduce the current level of benefits provided to employees. Should the District Government decide to expand the list of eligible providers, the District shall give Compensation Units 1 & 2 representatives notice of the proposed additions.

SECTION D: SHORT-TERM DISABILITY INSURANCE PROGRAM

Employees covered by this Agreement shall be eligible to enroll, at their own expense, in the District's Short-Term Disability Insurance Program, which provides for partial income replacement when employees are required to be absent from duty due to a non-work-related qualifying medical condition. Employees may use income replacement

benefits under the program in conjunction with annual or sick leave benefits provided for in this Agreement.

SECTION E: ANNUAL LEAVE:

1. In accordance with D.C. Official Code §1-612.03 (2001 Edition), full-time employees covered by the terms of this agreement are entitled to:

(a) one-half (1/2) day (4 hours) for each full biweekly pay period for an employee with less than three years of service (accruing a total of thirteen (13) annual leave days per annum);

(b) three-fourths (3/4) day (6 hours) for each full biweekly pay period, except that the accrual for the last full biweekly pay period in the year is one and one-fourth days (10 hours), for an employee with more than three (3) but less than fifteen (15) years of service (accruing a total of twenty (20) annual leave days per annum); and,

(c) one (1) day (8 hours) for each full biweekly pay period for an employee with fifteen (15) or more years of service (accruing a total of twenty-six (26) annual leave days per annum).

2. Part-time employees who work at least 40 hours per pay period earn annual leave at one-half the rate of full-time employees.

3. Employees shall be eligible to use annual leave in accordance with the District of Columbia laws.

SECTION F: SICK LEAVE:

1. In accordance with District of Columbia Official Code §1-612.03 (2001 Edition), a full-time employee covered by the terms of this agreement may accumulate up to thirteen (13) sick days in a calendar year.

2. Part-time employees for whom there has been established in advance a regular tour of duty of a definite day or hour of any day during each administrative workweek of the biweekly pay period shall earn sick leave at the rate of one (1) hour for each twenty (20) hours of duty. Credit may not exceed four (4) hours of sick leave for 80 hours of duty in any pay period. There is no credit of leave for fractional parts of a biweekly pay period either at the beginning or end of an employee's period of service.

SECTION G: OTHER FORMS OF LEAVE:

1. **Military Leave:** An employee is entitled to leave, without loss of pay, leave, or credit for time of service as reserve members of the armed forces or as members

of the National Guard to the extent provided in D.C. Official Code §1-612.03(m) (2001 Edition).

2. Court Leave: An employee is entitled to leave, without loss of pay, leave, or service credit during a period of absence in which he or she is required to report for jury duty or to appear as a witness on behalf of the District of Columbia Government, or the Federal or a state or local government to the extent provided in D.C. Official Code §1-612.03(l) (2001 Edition).

3. Funeral Leave:

a. An employee is entitled to two (2) days of leave, without loss of pay, leave, or service credit to make arrangements for or to attend the funeral or memorial service for an immediate relative. In addition, the Employer shall grant an employee's request for annual or compensatory time up to three (3) days upon the death of an immediate relative. Approval of additional time shall be at the Employer's discretion. However, requests for leave shall be granted unless the Agency's ability to accomplish its work would be seriously impaired.

b. For the purpose of this section "immediate relative" means the following relatives of the employee: spouse (including a person identified by an employee as his/her "domestic partner" (as defined in D.C. Official Code §32-701 (2001 edition)), and related laws, and parents thereof, children (including adopted and foster children and children of whom the employee is legal guardian and spouses thereof, parents, grandparents, grandchildren, brothers, sisters, and spouses thereof. For the purposes of certification of leave, employees shall provide a copy of the obituary or death notice, a note from clergy or funeral professional or a death certificate upon the Employer's request.

c. An employee is entitled to not more than three (3) days of leave, without loss of pay, leave, or service credit to make arrangements for or to attend the funeral or memorial service for a family member who died as a result of a wound, disease or injury incurred while serving as a member of the armed forces in a combat zone to the extent provided in D.C. Official Code §1-612.03(n)(2001 Edition).

SECTION H: PRE-TAX BENEFITS:

1. Employee contributions to benefits programs established pursuant to D.C. Official Code §1-611.19 (2001 ed.), including the District of Columbia Employees Health Benefits Program, may be made on a pre-tax basis in accordance with the requirements of the Internal Revenue Code and, to the extent permitted by the Internal Revenue Code, such pre-tax contributions shall not effect a reduction of the amount of any other retirement, pension, or other benefits provided by law.

2. To the extent permitted by the Internal Revenue Code, any amount of contributions made on a pre-tax basis shall be included in the employee's contributions to

existing life insurance, retirement system, and for any other District government program keyed to the employee's scheduled rate of pay, but shall not be included for the purpose of computing Federal or District income tax withholdings, including F.I.C.A., on behalf of any such employee.

SECTION I: RETIREMENT:

1. CIVIL SERVICE RETIREMENT SYSTEM (CSRS): As prescribed by 5 U.S.C. §8401 and related chapters, employees first hired by the District of Columbia Government before October 1, 1987, are subject to the provisions of the CSRS, which is administered by the U.S. Office of Personnel Management. Under Optional Retirement the aforementioned employee may choose to retire when he/she reaches:

- (a) Age 55 and 30 years of service;
- (b) Age 60 and 20 years of service;
- (c) Age 62 and 5 years of service.

Under Voluntary Early Retirement, which must be authorized by the U.S. Office of Personnel Management, an employee may choose to retire when he/she reaches:

- (a) Age 50 and 20 years of service;
- (b) Any age and 25 years of service.

The pension of an employee who chooses Voluntary Early Retirement will be reduced by 2% for each year under age 55.

2. CIVIL SERVICE RETIREMENT SYSTEM: SPECIAL RETIREMENT PROVISIONS FOR LAW ENFORCEMENT OFFICERS:

Employees first hired by the District of Columbia Government before October 1, 1987, who are subject to the provisions of the CSRS and determined to be:

- (a) a "law enforcement officer" within the meaning of 5 U.S.C. §8331(20)(D);
and
- (b) eligible for benefits under the special retirement provision for law enforcement officers;

shall continue to have their retirement benefits administered by the U. S. Office of Personnel Management in accordance with applicable law and regulation.

3. DEFINED CONTRIBUTION PENSION PLAN:

Section A:

The District of Columbia shall continue the Defined Contribution Pension Plan in effect under the FY 2004 – FY 2006 Compensation Units 1 and 2 collective bargaining

agreement at Article 3, Section I, paragraph 3, through the end of fiscal year 2008, which includes:

(1) All eligible employees hired by the District on or after October 1, 1987, are enrolled into the defined contribution pension plan.

(2) As prescribed by §1-626.09(c) of the D.C. Official Code (2001 Edition) after the completion of one year of service, the District shall contribute an amount not less than 5% of their base salary to an employee's Defined Contribution Pension Plan account. The District government funds this plan; there is no employee contribution to the Defined Contribution Pension Plan. Employees are fully vested after five years of participation in the plan.

(3) As prescribed by §1-626.09(d) of the D.C. Official Code (2001 Edition) the District shall contribute an amount not less than an additional .5% of a detention officer's base salary to the same plan.

(4) Compensation Units 1 and 2 Joint Labor Management Technical Advisory Pension Reform Committee

(a) Establishment of the Joint Labor-Management Technical Advisory Pension Reform Committee (JLMTAPRC or Committee)

(1) The Parties agree that employees should have the security of a predictable level of income for their retirement after a career in public service. In order to support the objective of providing retirement income for employees hired on or after October 1, 1987, the District shall plan and implement an enhanced retirement program effective October 1, 2008. The enhanced program will consist of a deferred compensation component and a defined benefit component.

(2) Accordingly, the Parties agree that the JLMTAPRC is hereby established for the purpose of developing an enhanced retirement program for employees covered by the Compensation Units 1 and 2 Agreement.

(b) Composition of the JLMTAPRC

The Joint Labor-Management Technical Advisory Pension Reform Committee will be composed of six (6) members, three (3) appointed by labor and three (3) appointed by management, and the Chief Negotiators (or his/her designee) of Compensation Units 1 and 2. Appointed representatives must possess a pension plan background including but not limited to consulting, financial or

actuarial services. In addition, an independent consulting firm with demonstrated experience in pension plans design and actuarial analysis will support the Committee.

(c) Responsibilities of the JLMTAPRC

The Committee shall be responsible to:

- Plan and design an enhanced retirement program for employees hired on or after October 1, 1987 with equitable sharing of costs and risks between employee and employer;
- Establish a formula cap for employee and employer contributions;
- Establish the final compensation calculation using the highest three-year consecutive average employee wages;
- Include retirement provisions such as disability, survivor and death benefits, health and life insurance benefits;
- Design a plan sustainable within the allocated budget;
- Draft and support legislation to amend the D.C. Code in furtherance of the "Enhanced Retirement Program."

(d) Duration of the Committee

The Committee shall complete and submit a report with its recommendations to the City Administrator for the District of Columbia within one hundred and twenty (120) days after the effective date of the Compensation Units 1 and 2 Agreement.

4. TIAA-CREF PLAN:

For eligible education service employees at the University of the District of Columbia hired by the University or a predecessor institution, the University will contribute an amount not less than seven percent (7%) of their base salary to the Teachers Insurance and Annuity Association College Retirement Equities Fund (TIAA-CREF).

SECTION J: HOLIDAYS:

1. As prescribed by D.C. Official Code §1-612.02 (2001 Edition) the following legal public holidays are provided to all employees covered by this agreement:

- (a) New Year's Day, January 1st of each year;
- (b) Dr. Martin Luther King, Jr.'s Birthday, the 3rd Monday in January of each year;
- (c) Washington's Birthday, the 3rd Monday in February of each year;
- (d) Emancipation Day, April 16th;
- (e) Memorial Day, the last Monday in May of each year;

- (f) Independence Day, July 4th of each year;
- (g) Labor Day, the 1st Monday in September of each year;
- (h) Columbus Day, the 2nd Monday in October of each year;
- (i) Veterans Day, November 11th of each year;
- (j) Thanksgiving Day, the 4th Thursday in November of each year;
and
- (k) Christmas Day, December 25th of each year.

2. When an employee, having a regularly scheduled tour of duty is relieved or prevented from working on a day District agencies are closed by order of the Mayor, he or she is entitled to the same pay for that day as for a day on which an ordinary day's work is performed.

ARTICLE 8

OVERTIME

SECTION A:

Hours of work authorized in excess of eight (8) hours in a pay status in a day or forty (40) hours in a pay status in a work week shall be overtime work for which an employee shall receive either overtime pay or compensatory time unless the employee has used unscheduled leave during the eight (8) hours shift or the forty (40) hour work week. The unscheduled leave rule will not apply when an employee has worked a sixteen (16) hour shift (back to back) and takes unscheduled leave for an eight (8) hour period following the back-to-back shift or where an employee has indicated his/her preference not to work overtime and the Employer has no other option but to order the employee to work overtime. Scheduled leave is leave requested and approved prior to the close of the preceding shift.

SECTION B:

1. Compressed schedules may be jointly determined within a specific work area that modifies this overtime provision (as outlined in Section A of this Article) but must be submitted to the parties to this contract prior to implementation. This agreement to jointly determine compressed schedules does not impact on the setting of the tour of duty.

2. When an employee works a compressed schedule, which means (1) in the case of a full-time employee, an 80- hour biweekly basic work requirement which is scheduled for less than 10 workdays, and (2) in the case of a part-time employee, a biweekly basic work requirement of less than 80 hours which is scheduled for less than 10 workdays, the employee would receive overtime pay or compensatory time for all hours in a pay status in excess of his/her assigned tour of duty, consistent with the 2004 District of Columbia Omnibus Authorization Act, 118 Stat. 2230, Pub. L. 108-386 Section (October 30, 2004).

3. The purpose of this Section is to allow for authorized compressed time schedules which exceed eight (8) hours in a day or 40 hours in a week to be deemed the employee's regular tour of duty, and not be considered overtime within the confines of the specific compressed work schedule and this Article. Bargaining unit members so affected would receive overtime or compensatory time for all hours in pay status in excess of their assigned tour of duty. This provision also applies to bargaining unit employees in the Fire and Emergency Medical Services Department and the Office of Unified Communications.

SECTION C:

Subject to the provisions of Section D of this article, an employee who performs overtime work shall receive either pay or compensatory time at a rate of time and one-half (1-1/2) for each hour of work for which overtime is payable.

SECTION D:

Bargaining Unit employees shall receive overtime pay unless the employee and the supervisor mutually agree to compensatory time in lieu of pay for overtime work. Such mutual agreement shall be made prior to the overtime work being performed.

ARTICLE 9

INCENTIVE PROGRAMS

PART I - SICK LEAVE INCENTIVE PROGRAM:

In order to recognize an employee's productivity through his/her responsible use of accrued sick leave, the Employer agrees to provide time-off in accordance with the following:

SECTION A:

A full time employee who is in a pay status for the leave year shall accrue annually:

1. Three (3) days off for utilizing a total of no more than two (2) days of accrued sick leave.
2. Two (2) days off for utilizing a total of more than two (2) but not more than four (4) days of accrued sick leave.
3. One (1) day off for utilizing a total of more than four (4) but no more than five (5) days of accrued sick leave.

SECTION B:

Employees in a non-pay status for no more than two (2) pay periods for the leave year shall remain eligible for incentive days under this Article. Sick leave usage for maternity or catastrophic illness/injury, not to exceed two (2) consecutive pay periods, shall not be counted against sick leave for calculating eligibility for incentive leave under this Article.

SECTION C:

Time off pursuant to a sick leave incentive award shall be selected by the employee and requested at least three (3) full workdays in advance of the leave date. Requests for time off pursuant to an incentive award shall be given priority consideration and the employee's supervisor shall approve such requests for time off unless staffing needs or workload considerations dictate otherwise. If the request is denied, the employee shall request and be granted a different day off within one month of the date the employee initially requested. Requests for time off shall be made on the standard "Application for Leave" form.

SECTION D:

All incentive days must be used in full-day increments following the leave year in which they were earned. Incentive days may not be substituted for any other type of absence from duty. There shall be no carryover or payment for any unused incentive days.

SECTION E:

Part-time employees are not eligible for the sick leave incentive as provided in this Article.

SECTION F:

This program shall be in effect in Fiscal Years 2007, 2008, 2009 and 2010.

PART II - PERFORMANCE INCENTIVE PILOT PROGRAM:

In order to recognize employees' productivity through their accomplishment of established goals and objectives, special acts toward the accomplishment of agency initiatives, demonstrated leadership in meeting agency program and/or project goals and/or the District's Strategic Plan initiatives, the Employer, in accordance with criteria established by the High Performance Workplace Committee agrees to establish pilot incentive programs within agencies, including time off without loss of pay or charge to leave as an incentive award. The District of Columbia Government Office of Labor Management Partnerships and the District of Columbia Incentive Awards Committee may serve as resources at the request of the parties in the implementation of the pilot incentive programs within agencies.

ARTICLE 10

ADMINISTRATIVE CLOSINGS

SECTION A:

1. Emergency employees required to work when all other District Government employees are released for administrative closings, shall be compensated in accordance with the minimum standards established by the Fair Labor Standards Act, ("FLSA"), 29 U.S.C. §201, *et seq.*

2. Effective October 1, 2004, Section A.1 of the Article shall be superceded and emergency employees required to work when all other District Government employees are released for administrative closings shall be compensated, in addition to their regular pay, one hour for each hour worked during an administrative closing.

SECTION B:

1. Emergency employees required to work when all other District Government employees are released for administrative closings shall earn compensatory time on an hour for hour basis. The determination as to whether the employee receives overtime or compensatory time will be made by joint agreement between the employee and his/her supervisor.

2. Effective October 1, 2004, emergency employees required to work when all other District Government employees are released for administrative closings, in lieu of compensation, shall earn administrative closing leave on an hour for hour basis for each hour worked during an administrative closing. The determination as to whether the employee receives compensation or administrative closing leave will be made by joint agreement between the employee and his/her supervisor.

SECTION C:

Each Department shall identify emergency positions. Each emergency employee shall be notified in writing of the emergency status of his/her position.

SECTION D:

Such employees shall make every effort to fulfill emergency duties. If due to emergency conditions an employee is unable to report for duty at the scheduled place and time, the employee will immediately notify his/her supervisor to request release from duty during the administrative closing.

ARTICLE 11

CALL-BACK/CALL-IN/ON-CALL AND PREMIUM PAY

SECTION A: CALL BACK

A minimum of four (4) hours of overtime work shall be credited to any employee who is called back to perform unscheduled overtime work on a regular workday after he/she completes the regular work schedule and has left his/her place of employment.

SECTION B: CALL-IN

1. When an employee is called in before his/her regular tour of duty to perform unscheduled overtime and there is no break before the regular tour is to begin, a minimum of two (2) hours of overtime shall be credited to the employee.

2. A minimum of four (4) hours of overtime work shall be credited to any employee who is called in when not scheduled and informed in advance, on one of the days when he/she is off duty.

SECTION C: ON-CALL

An employee may be required to be on call after having completed his/her regular tour of duty. The employer shall specify the hours during which the employee is on call; and shall compensate the employee at a rate of twenty-five percent (25%) of his/her basic rate of pay for each hour the employee is on call.

The employee's schedule must specify the hours during which he/she will be required to remain on-call.

SECTION D: HOLIDAY PAY

An employee who is required to work on a legal holiday falling within his or her regular basic workweek, shall be paid at the rate of twice his or her regular basic rate of pay for not more than eight (8) hours of such work.

SECTION E: NIGHT DIFFERENTIAL

An employee shall receive night differential pay at a rate of ten percent (10%) in excess of their basic day rate of compensation when they perform night work on a regularly scheduled tour of duty falling between 6:00 p.m. and 6:00 a.m. Employees shall receive night differential in lieu of shift differential.

SECTION F: PAY FOR SUNDAY WORK

A full-time employee assigned to a regularly scheduled tour of duty, any part of which includes hours that fall between midnight Saturday and midnight Sunday, is entitled to Sunday premium pay for each hour of work which is not overtime work and which is not in excess of eight (8) hours for each tour of duty which begins or ends on Sunday. Sunday premium pay is computed as an additional twenty-five percent (25%) of the employee's basic rate of compensation.

SECTION G: ADDITIONAL INCOME ALLOWANCE FOR CHILD AND FAMILY SERVICES

1. The Additional Income Allowance (AIA) program within the Child and Family Services Agency (CFSA) which was established pursuant to the "Personnel Recruitment and Retention Incentives for Child and Family Services Agency Compensation System Changes Emergency Approval Resolution of 2001", Council Resolution 14-53 (March 23, 2001) and as contained in Chapter 11, Section 1154 of the District Personnel Manual, "Recruitment and Retention Incentives - Child and Family Services Agency," shall remain in full force and effect during the term of this Agreement.

The Administration of the AIA within CFSA shall be governed by the implementing regulations established in Child and Family Services Agency, Human Resources Administration Issuance System, HRA Instruction No. IV.11-3.

2. **OTHER SUBORDINATE AGENCIES WITH SIGNIFICANT RECRUITMENT AND RETENTION PROBLEMS**

Subordinate agencies covered by this Agreement may provide additional income allowances for positions that have significant recruitment and retention problems consistent with Chapter 11, Part B, Section 1143 of the District Personnel Manual.

ARTICLE 12

MILEAGE ALLOWANCE

SECTION A:

The parties agree that the mileage allowance established for the employees of the Federal Government who are authorized to use their personal vehicles in the performance of their official duties shall be the rate for Compensation Units 1 and 2 employees, who are also authorized in advance, by Management to use their personal vehicles in the performance of their official duties.

SECTION B:

To receive such allowance, authorization by Management must be issued prior to the use of the employee's vehicle in the performance of duty. Employees shall use the appropriate District Form to document mileage and request reimbursement of the allowance.

SECTION C:

Employees required to use their personal vehicle for official business if a government vehicle is not available, who are reimbursed by the District on a mileage basis for such use, are within the scope of the District of Columbia Non-Liability Act (D.C. Official Code §§1-411 through 1-416 (2001 Edition)). The Non-Liability Act generally provides that a District Employee is not subject to personal liability in a civil suit for property damage or for personal injury arising out of a motor vehicle accident during the discharge of the employee's official duties, so long as the employee was acting within the scope of his or her employment.

Claims by employees for personal property damage or loss incident to the use of their personal vehicle for official business if a government vehicle is not available may be made under the Military Personnel and Civilian Employees Claim Act of 1964 (31 U.S.C. §3721).

SECTION D:

While the Agency may request an employee to use his/her personal vehicle, after January 1, 2002, no employee within Compensation Units 1 and 2 shall be required to use his/her personal vehicle unless the position vacancy announcement, position description or other pre-hire documentation informs the employee that the use of his/her personal vehicle is a requirement of the job.

SECTION E:

Employees required as a condition of employment to use their personal vehicle in the performance of their official duties may be provided a parking space or shall be reimbursed for non-commuter parking expenses, which are incurred in the performance of their official duties.

ARTICLE 13

ANNUAL LEAVE/COMPENSATORY TIME BUY-OUT

SECTION A:

An employee who is separated or is otherwise entitled to a lump-sum payment under personnel regulations for the District of Columbia Government shall receive such payment for each hour of unused annual leave or compensatory time in the employee's official leave record.

SECTION B:

The lump-sum payment shall be computed on the basis of the employee's rate at the time of separation in accordance with such personnel regulations.

ARTICLE 14

BACK PAY

Arbitration awards or settlement agreements in cases involving an individual employee shall be paid within sixty (60) days of receipt from the employee of relevant documentation, including documentation of interim earnings and other potential offsets. The responsible Agency shall submit the SF-52 to the Office of Personnel within thirty (30) days upon receipt from the employee of relevant documentation.

ARTICLE 15

DUTY STATION COVERAGE

The Fire and Emergency Medical Services employees and the correctional officers at the Department of Corrections and the Department of Human Services who are covered under Section 7(k) of the Fair Labor Standards Act shall be compensated a minimum of one hour pay if required to remain at his/her duty station beyond the normal tour of duty.

ARTICLE 16

GRIEVANCES

This Compensation Agreement shall be incorporated by reference into local working conditions agreements in order to utilize the grievance/arbitration procedure in those Agreements to consider alleged violations of this Agreement.

Grievances concerning compensation shall be filed with the appropriate agency under the applicable working conditions agreement. When the grievance concerns issues under the Compensation Agreement that are not exclusive to a particular agency, the grievance shall be filed with the appropriate personnel authority (CFSA, MPD, UDC, DCOP or OLRCB) by whom the bargaining unit employees are employed.

ARTICLE 17

REDUCTION IN FORCE TRAINING

SECTION A:

The District shall provide notice of proposed reduction-in-force, and upon request by the Union, shall bargain over the impact and effects of this exercise of Management's right under §1-617.08 of the D.C. Official Code (2001 Edition).

SECTION B:

Pursuant to the Workforce Investment Act of 1998, as amended, P.L. 105-220, 112 Stat. 936, the District of Columbia provides core services geared toward finding such employment. Core services include skills assessment, job search and placement assistance and outreach services. Intensive services involve individual counseling, career planning services or short-term pre-vocational services. Training services include occupational skills training, skills upgrading, adult education or entrepreneurial training. The Department of Employment Services is available to deliver services through One-Stop Centers.

ARTICLE 18

LOCAL ENVIRONMENT PAY

SECTION A:

Each department or agency shall eliminate or reduce to the lowest level possible all hazards, physical hardships, and working conditions of an unusual nature. When such

action does not overcome the hazard, physical hardship, or unusual nature of the working condition, additional pay is warranted. Even though additional pay for exposure to a hazard, physical hardship, or unusual working condition is authorized, there is a responsibility on the part of a department or agency to initiate continuing positive action to eliminate danger and risk which contribute to or cause the hazard, physical hardship, or unusual working condition. The existence of pay for exposure to hazardous working conditions or hardships in a local environment is not intended to condone work practices that circumvent safety laws, rules and regulations.

SECTION B:

Local environment pay is paid for exposure to (1) a hazard of an unusual nature which could result in significant injury, illness, or death, such as on a high structure when the hazard is not practically eliminated by protective facilities or an open structure when adverse conditions exist, e.g., darkness, lightning, steady rain, snow, sleet, ice, or high wind velocity; (2) a physical hardship of an unusual nature under circumstances which cause significant physical discomfort in the form of nausea, or skin, eye, ear or nose irritation, or conditions which cause abnormal soil of body and clothing, etc., and where such distress or discomfort is not practically eliminated.

SECTION C:

Wage Grade (WG) employees as listed in Chapter 11B, Appendix C of the DPM and any other employee including District Service (DS) employees as determined pursuant to Section 4 of this Article and Chapter 11B, Subpart 10.6 of the DPM are eligible for environmental differentials.

SECTION D:

The determination as to whether additional pay is warranted for workplace exposure to environmental hazards, hardships or unusual working conditions may be initiated by an agency or labor organization in accordance with the provisions of Chapter 11B, Subpart 10.6 of the DPM.

SECTION E:

Employees eligible for local environment pay under the terms of this Agreement shall be compensated as follows:

1. **Severe Exposure.** Employees subject to "Severe" exposure shall receive local environment pay equal to twenty seven percent (27%) of *the rate for RW 10, step 2 on the Compensation Unit 2 pay schedule*. The following categories of work are currently paid the rate for "severe" exposure:

- High Work

2. **Moderate Exposure.** Employees subject to “Moderate” exposure shall receive local environment pay equal to ten percent (10%) of *the rate for RW 10, step 2 on the Compensation Unit 2 pay schedule*. The following categories of work are currently paid the rate for “moderate” exposure:

- Explosives and Incendiary Materials – High Degree Hazard
- Poison (Toxic Chemicals) – High Degree Hazard
- Micro Organisms – High Degree Hazard

3. **Low Exposure.** Employees subject to “Low” exposure shall receive local environment pay equal to five percent (5%) of *the rate for RW 10, step 2 on the Compensation Unit 2 pay schedule*. The following categories of work are currently paid the rate for “low” exposure:

- Dirty Work
- Cold Work
- Hot Work
- Welding Preheated metals
- Explosives and Incendiary Materials – Low Degree Hazard
- Poison (Toxic Chemicals) – Low Degree Hazard
- Micro Organisms – Low Degree Hazard

SECTION F:

These changes to local environment pay shall not take effect until the payroll modules of the new ASMP are implemented by the District of Columbia.

ARTICLE 19

NEWLY CERTIFIED BARGAINING UNITS

For units placed into a new compensation unit, working conditions or non-compensatory matters shall be negotiated simultaneous with negotiations concerning compensation. Where the agreement is for a newly certified collective bargaining unit assigned to an existing compensation unit, the parties shall proceed promptly to negotiate simultaneously any working conditions, other non-compensatory matters, and coverage of the compensation agreement. There should not be read into the new language any intent that an existing compensation agreement shall become negotiable when there is a newly certified collective bargaining unit. Rather, the intent is to require prompt

negotiations of non-compensatory matters as well as application of compensation (e.g., when pay scale shall apply to the newly certified unit).

ARTICLE 20

TERM AND TEMPORARY EMPLOYEES

The District of Columbia recognizes that many temporary and term employees have had their terms extended to perform permanent services. To address the interests of current term and temporary employees whose appointments have been so extended over time and who perform permanent services, the District of Columbia and the Unions representing the employees in Compensation Units 1 and 2 agree to the following:

SECTION A:

Joint labor-management committees established in each agency/program in the Compensation Units 1 and 2 collective bargaining agreement which was effective through September 30, 2006, shall continue and will identify temporary and term employees whose current term and or temporary appointments extend to September 30, 2006 and who perform permanent services in District agency programs.

SECTION B:

Each Agency and Local Union shall review all term appointments within the respective agencies to determine whether such appointments are made and maintained consistent with applicable law. The Union shall identify individual appointments it believes to be contrary to applicable law and notify the Agency. The Agency shall provide the Union reason(s) for the term or temporary nature of the appointment(s), where said appointments appear to be contrary to law. If an employee has been inappropriately appointed to or maintained in a temporary or term appointment, the Agency and the Union shall meet to resolve the matter.

SECTION C:

The agency shall convert bargaining unit temporary and term employees identified by the joint labor-management committees, who perform permanent services, who are in a pay status as of September 30, 2006, and are paid from appropriated funding to the career service prior to the end of the FY 2007 – FY 2010 Compensation Agreement.

SECTION D:

Prior to the end of the FY 2007 – FY 2010 Compensation Agreement, to the extent not inconsistent with District or Federal law and regulation, the District shall make reasonable efforts to convert to the career service temporary and term bargaining unit employees identified by the joint labor-management committees who perform permanent

services, are in a pay status as of September 30, 2006, are full-time permanent positions, and are paid through intra-district funding or federal grant funding.

SECTION E:

Employees in term or temporary appointments shall be converted to permanent appointments, consistent with the D.C. Official Code.

SECTION F:

District agencies retain the authority to make term and temporary appointments as appropriate for seasonal and temporary work needs.

SECTION G:

A Joint Labor-Management Committee shall consist of one (1) representative from each national union comprising Compensation Units 1 and 2. The District shall appoint an equal number of representatives. The committee will facilitate the implementation of this Article should difficulties arise in the joint labor-management committees set forth in Section A.

ARTICLE 21

**COMPENSATION AND CLASSIFICATION REFORM TASK
FORCE**

The District shall set aside an amount approximately equivalent to one half percent (1/2%) of the total Compensation Units 1 and 2 payroll as of December 31 of the previous year for each year of the contract, which shall be used for classification and compensation reform. Said amounts shall be applied in the manner determined by the Joint Labor-Management Committee consistent with the provisions of Appendix A and B and Memorandum of Understanding concerning Classification and Compensation Collaborative Review” dated February 1, 2006, which shall be Appendix C of this Agreement.

The contracting parties agree that amounts hereafter designated through collective bargaining for classification and compensation collaborative review under the terms of the FY 2007 to FY 2010 Compensation Units 1 and 2 Agreement shall be accorded similar treatment for purposes of implementation. Specifically, any funds set aside in Fiscal Years 2007, 2008, 2009 and 2010 shall be available for expenditure in that fiscal year or any other fiscal year covered by the Compensation Units 1 and 2 Agreement. All funds set aside for compensation and classification reform shall be expended or obligated prior to the expiration of the Compensation Units 1 and 2 Agreement for FY 2007 – FY 2010.

ARTICLE 22

JOINT PETITION TO PERB

The parties agree to jointly petition PERB to establish a new compensation unit that includes all eligible employees in the Department of Corrections, Emergency Medical Services, Office of Unified Communications, Protective Services Division, the Metropolitan Police Department and Department of Rehabilitation Services.

ARTICLE 23

SAVINGS CLAUSE

Should any provisions of this Agreement be rendered or declared invalid by reason of any existing or subsequently enacted law or by decree of a court or administrative agency of competent jurisdiction, such invalidation shall not affect any other part or provision hereof. Where appropriate, the parties shall meet within 120 days to negotiate any substitute provision(s).

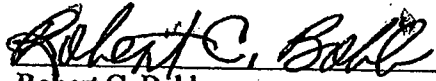
The terms of this contract supercede any subsequently enacted D.C. laws, District Personnel Manual (DPM) regulations, or departmental rules concerning compensation covered herein.

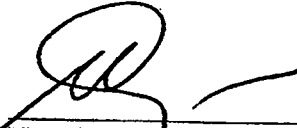
ARTICLE 24

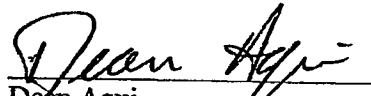
DURATION

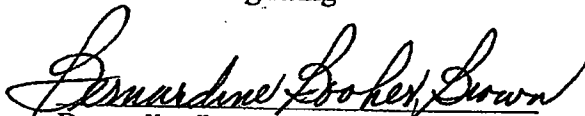
This Agreement shall remain in full force and effect through September 30, 2010. On this ____ day of _____ 2006, and as witness the parties hereto have set their signature.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**

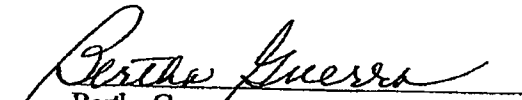

Robert C. Bobb
Deputy Mayor/City Administrator


Natasha Campbell
Supervisory Attorney Advisor
Office of Labor Relations and
Collective Bargaining

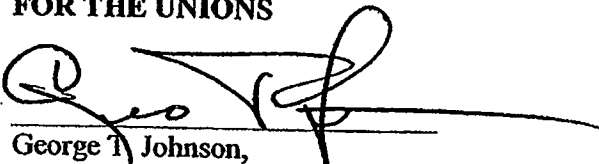

Dean Aqui
Attorney Advisor
Office of Labor Relations and
Collective Bargaining



Bernardine Brown
Department of Health


William Howland, Director
Department of Public Works

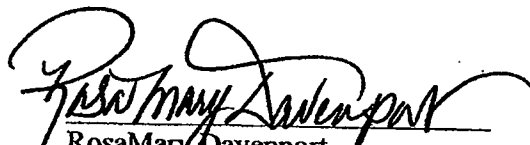

Bertha Guerra
Department of Public Works

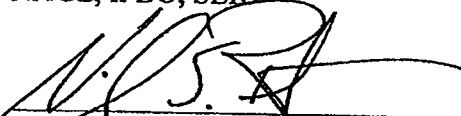
FOR THE UNIONS

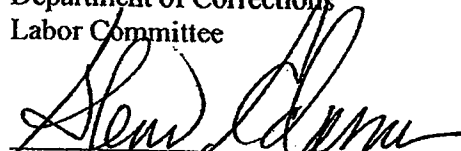

George T. Johnson,
Chief Negotiator
Compensation Units 1 and 2


Eric Bunn
President
AFGE Local 2725


James A. Ivey
President
AFSCME Local 2091

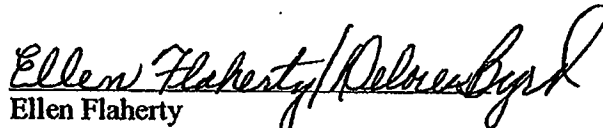

Rosa Mary Davenport
National Representative
NAGE, IPBO, SEIU

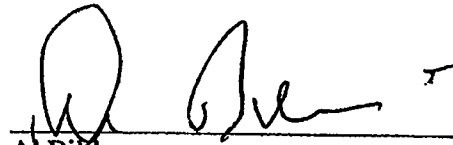

Nila S. Ritenour
Chairman
Fraternal Order of Police/
Department of Corrections
Labor Committee

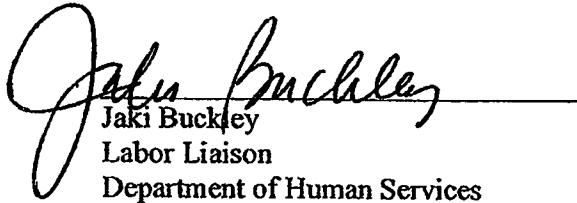

Glenn Adams
Chairman
Fraternal Order of Police/DYRS
Labor Committee

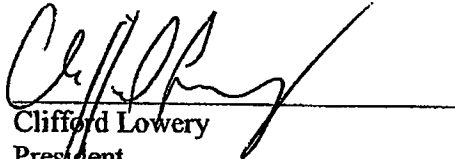
Compensation Units One and Two Collective Bargaining Agreement


Signed: _____

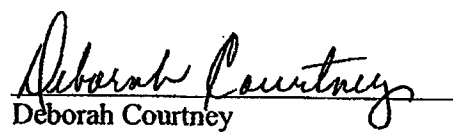

Ellen Flaherty
D.C. Public Libraries

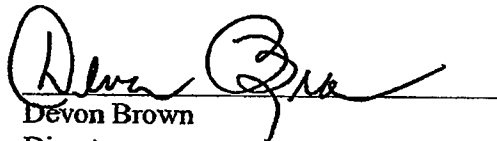

Al Bink
AFSCME
District Council 20



Jaki Buckley
Labor Liaison
Department of Human Services

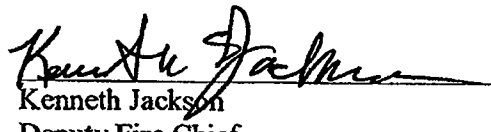

Clifford Lowery
President
AFGE Local 1975



Kate Jesberg
Interim Director
Department of Human Services

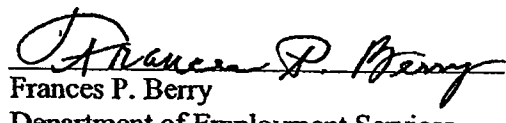

Deborah Courtney
President
AFSCME Local 2401



Devon Brown
Director
Department of Corrections



Brenda Featherstone
President
AFSCME Local 2401

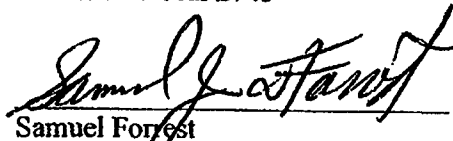

Kenneth Jackson
Deputy Fire Chief
Fire and Emergency Medical Services


Sheena Benjamin
President
AFGE Local 2776
AFSCME


Frances P. Berry
Department of Employment Services


Cliff Dedrick
President
AFSCME Local 2743


Terence Reddick
Department of Parks & Recreation


Samuel Forrest
President
IBPO Local 445

Compensation Units One and Two Collective Bargaining Agreement
Signed: _____

Darlene Mansfield
Department of Consumer
and Regulatory Affairs

Lucinda Babers
Department of Motor Vehicles

Rhonda K. Davis-Blackshear
Department of Insurance &
Securities Regulation

Bennie Van Hoose
Office of the Chief Financial Officer

Barbara Bailey
Department of Personnel

Patricia Higgins
Department of Health

Paulette Hutchings
Department of Corrections

Kenneth Lyons
President
AFSCME Local 3721

Antoinette White-Richardson
President
AFSCME Local 1808

JoAnn McCarthy
President
AFGE Local 2978

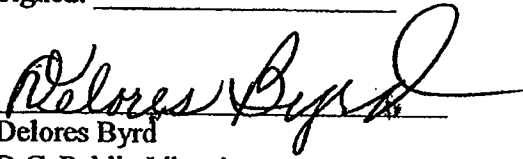
John Walker
President
AFGE Local 383


James Seawright
President
AFGE Local 1000

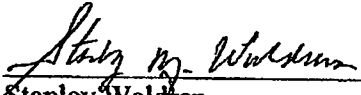
Walter Jones
President
AFGE Local 2087

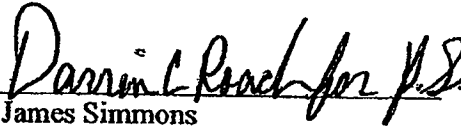
Barbara Milton
President
AFGE Local 631

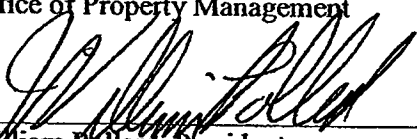
Compensation Units One and Two Collective Bargaining Agreement
Signed: _____




Delores Byrd
D.C. Public Libraries

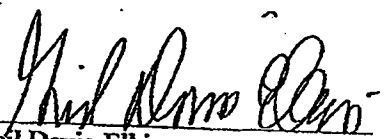

Michael Patterson
President
NAGE R3-05



Stanley Walden
Department of Corrections


James Simmons
President
AFSCME Local 877

Troye McCarthy
Office of Property Management

William Pollard, President
University of the District of Columbia

Deborah Jackson
President
AFGE Local 2741

For  Orlando Bonilla
LIUNA, PSE 572 Stephen J. Lanning

Michael C. Clark
D.C. Office of Energy

Gail Davis-Elkins
Office of the Attorney General

Dorothy Howard
President
AFSCME Local 709

Earl Tasco, Jr.,
President
AFCME Local 2092

Andrea Anderson
Office of Planning

Compensation Units One and Two Collective Bargaining Agreement
Signed: _____

Randy Gadson
Child and Family Services Agency

Clifford Mustafa Dozier
Department of Youth Rehabilitative Services

Deborah Wilson
Child and Family Services Agency

Patricia Haylock
Department of Insurance,
Securities and Banking

Janet Mahaney
Office of the Chief Technology Officer

Odessa Nance
Department of Motor Vehicles

E. Michael Latessa, Director
Office of Unified Communications

Ronnie Edwards
Department of Transportation

Claudia Queen AFCE
Adv. Vice President 2078

Muriel Gillis
1st Vice President
Local 2725 AFCE

Shirley H. Estes
Shirley H. Estes
Department of Human Resource
Ex. Board

AFSCME LOCAL 2401 -EB

Olaitan Kowabari
AFSCME Local 2401 EJ

Shirley Pawan - VP
LOCAL 1200
AFSCME

ROGER B. LEBERWORTH, SEC. TREAS.
AFSCME LOCAL 1200

Barry L. Carey
VP President AFSCME 2091

Robin Yeldell

Robin Yeldell
Office of Cable Television
and Telecommunications

Marie-Lyde Pierre-Louis

Marie-Lyde Pierre-Louis
Chief Medical Examiner
Office of the Chief Medical Examiner

Beverly Fields

Beverly Fields
Office of the Chief Medical Examiner

Carliss C. Barnett

Carliss Barnett
Office of Contracting and Procurement

Angela Nottingham

Angela Nottingham
Department of Housing
and Community Development

Benita Anderson

Benita Anderson
Office of Property Management

Regina Drummond-Jackson

Regina Drummond-Jackson
D.C. Taxicab Commission

Clarene Martin

Clarene Martin
University of the District of Columbia

Thomas E. Thompson

Thomas E. Thompson
Commissioner
DISH

Julia C. Canton
DPW, Fleet
Local 631

James Frazier
Vice. pres.
Local 631

Elena Rocha, Vice Pres.
Local 631-OPM-DECA
Elena Rocha

Dannin C. Roach VP
AFSCME Local 877

Compensation Units One and Two Collective Bargaining Agreement
Signed: _____

Belinda Wiley, Chief Steward
AFGE Local 3 @ 3

Cynthia Perry
1199 NUTHC

APPROVAL

This collective bargaining agreement between the District of Columbia and Compensation Units 1 and 2, dated _____, has been reviewed in accordance with Section 1-617.15 of the District of Columbia Official Code (2001 Ed.) and is hereby approved on this 7th day of July, 2006.

A handwritten signature in black ink that reads "Anthony A. Williams". The signature is written in a cursive, flowing style.

Anthony A. Williams, Mayor

GOVERNMENT OF THE DISTRICT OF COLUMBIA



DEPARTMENT OF FOR-HIRE VEHICLES

**FOR HIRE VEHICLE ADVISORY COUNCIL
HEARING ROOM, SUITE 2032
WEDNESDAY, OCTOBER 18, 2017**

- I. Call to Order
- II. Moment of Silence
- III. Recap on Agency and Industry Activities
- IV. Public Comment Period
- V. Recommendations for DFHV
- VI. Adjournment



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



**FOR-HIRE VEHICLE ADVISORY
COUNCIL MEETING
2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032
THURSDAY, MARCH 22, 2018
10:00 A.M.**

AGENDA

- I. Call to Order**
- II. Moment of Silence**
- III. Preliminary Matters**
 - 1. Roll call
 - 2. Member opening remarks
- IV. Action Items**
 - 1. DFHV expansion of Neighborhood Ride Service by Taxicab
 - 2. Member discussion of other matters of interest
- V. Public Comment Period***
- VI. Adjournment**

*Time-permitting, and subject to limits on duration of each presentation.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**THURSDAY, JUNE 21, 2018
10:00 A.M.**

AGENDA

I. Call to Order

II. Moment of Silence

III. Preliminary Matters

1. Roll call
2. Member opening remarks

IV. Action Items

1. Title 31 Streamlining, and Innovation
2. Member discussion of other matters of interest

V. Public Comment Period*

VI. Adjournment

*Time-permitting, and subject to reasonable limits on the duration of presentations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**TUESDAY, SEPTEMBER 25, 2018
10:00 A.M.**

AGENDA

I. Call to Order

II. Moment of Silence

III. Preliminary Matters

1. Roll call
2. Member opening remarks

IV. Action Items

1. Existing deadline for 20% of fleet vehicles to be wheelchair accessible
2. Member discussion of other matters of interest

V. Public Comment Period*

VI. Adjournment

*Time-permitting, and subject to reasonable limits on the duration of presentations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**WEDNESDAY, DECEMBER 12, 2018
10:00 A.M.**

AGENDA

- I. Call to Order**
- II. Moment of Silence**
- III. Preliminary Matters**
 - 1. Roll Call**
 - 2. Member Opening Remarks**
- IV. Action Items**
 - 1. Welcome to DFHV Interim Director David Do; discussion of Agency's initiatives moving into 2019 including TaaS, Business Transformation Grants, etc**
 - 2. 2018 Industry Relief**
 - 3. Member discussion of other matters of interest**
- V. Public Comment Period***
- VI. Adjournment**

*Time-permitting, and subject to reasonable limits on the duration of presentations.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

WEDNESDAY
OCTOBER 18, 2017

+ + + + +

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

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson
JASON ARVANITES, Member
ERNEST CHRAPPAH, Director
ERIK MOSES, Member
EVIAN PATTERSON, Member
JEFFERY SCHAEFFER, Member
ANTHONY THOMAS, Member
DOTTI LOVE WADE, Member

STAFF PRESENT:

JUANDA MIXON, SECRETARY TO THE COUNCIL
JONATHAN THORNTON, STAFF IT SPECIALIST
GERARD BENJAMIN, STAFF IT SPECIALIST

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

Call to Order. 3

Moment of Silence. 3

Recap on Agency and Industry Activities. 4

Recommendations for DFHV19

Public Comment Period.38

Adjournment.75

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

2 (10:17 a.m.)

3 CHAIRPERSON JOLLY: Good morning. I
4 would like to call this meeting to order. The
5 time is 10:14. We're at 2235 Shannon Place,
6 Southeast. We're in the conference room on the
7 second floor.

8 We've just established a quorum. I
9 have to apologize for our tardiness. I would
10 like to call for a moment of silence please for
11 those who have departed.

12 (Moment of silence)

13 Thank you. Good morning, everybody.
14 Thank you for taking time and doing this, this
15 morning for our Advisory Council meeting.

16 I'd like to get right into the agenda
17 this morning. We're privileged to have our
18 director with us and at this time I would like to
19 ask Director Chrappah to do a recap of the Agency
20 activities and the industry activities that have
21 been going on since our last meeting.

22 DIRECTOR CHRAPPAH: Thank you,

1 Chairperson Jolly. There's been a few new
2 activities I would like to share with the public
3 for those who have not had a chance to stay
4 abreast with the news letters, the tweeting, and
5 the text messages that we've been sending out.

6 At the September conference of the
7 thirtieth anniversary of the International
8 Association of Transportation Regulators I was
9 humbled incredibly from the District of Columbia
10 in being named the International Association of
11 Transportation Regulators, Regulator of the Year.
12 It is a --

13 (Applause)

14 It is a testament to what we are doing
15 really in D.C. in terms of not only expanding
16 economic opportunities for the entire industry by
17 looking at ways to make sure that people can make
18 a decent living in the vehicle for-hire industry
19 by integrating all modes and also focusing on
20 passenger ride experiences.

21 Historically technology has been a
22 barrier in the industry. And now it is a moving

1 force in creating new opportunities. So this is
2 kudos to not only the members of the public who
3 engaged with us in having robust conversations
4 and REVICO, but also industry stakeholders and
5 now more importantly the For-Hire Advisory
6 Council that bring different perspectives in
7 shaping our policies and our regulations.

8 So this award, while I was the one who
9 had a chance to stand in the front of the cameras
10 to receive it, it's really for everyone who
11 chooses to participate in our process so it's for
12 everyone. Thank you.

13 The second item that I want to share
14 with everyone here is that we've completed the
15 installation of two fast charging stations at
16 Union Station. There are a lot of stations in
17 just that statement.

18 Union Station, as you all know, is one
19 of the most frequented or the heavy trafficked
20 area in terms of our passenger ride volume and
21 also for activity. And when we started the
22 electrification of the taxi program some time

1 back one of the things we learned was that there
2 was an opportunity to expand the charging
3 infrastructure.

4 So the Department, did not wait for
5 Superman. We took concrete steps and we've
6 deployed two fast charging stations to help
7 drivers who elect to go green adopt better ride
8 experiences for vehicles and passengers to have
9 the capability of charging up very quickly. So
10 that is available taxi only so that they can
11 quickly refuel and go about there business.

12 The third is we've made incredible
13 progress on adopting an all-digital platform for
14 our taxis. The vast majority of vehicles are now
15 on the digital taxi system that operates
16 attractive features for passengers as well as our
17 drivers.

18 So now we are looking at the ability
19 for people to get electronic receipts, the
20 ability for the public to be able to get lower
21 rates by sharing a ride. We now have the ability
22 to offer different sorts of available or

1 opportunities for drivers to boost their income.

2 So this is a reflection of the
3 District's commitment to assuring that all
4 vehicles in the for-hire vehicle system with a
5 particular focus on taxis are at the level where
6 they cannot only compete fairly but more
7 importantly meet the needs of the riding public
8 which continues to evolve and there's a premium
9 on digital services.

10 The other item that I would like to
11 share in terms of recapping activities is that we
12 completed Fiscal Year '17 on the record note. We
13 provided more than \$7.5 million in rent to
14 various companies and drivers.

15 In fact, over 1,800 drivers benefitted
16 from the grant programs. Our grant programs
17 enabled people with disabilities to move around
18 the city in a better channel through the
19 Transport DC Program.

20 Grants enabled drivers to get tablets,
21 smartphones, and other technologies to transform
22 their business and also convert into the digital

1 taxi platform. Our grants enabled residents who
2 have a need to get treatments whether they're
3 consultation or something else, have more
4 affordable options.

5 Our grant programs enabled companies
6 to transform and expand the channels of business.
7 We now have companies that, and drivers, company
8 and drivers who are now transporting children in
9 foster care as a new revenue channel. This did
10 not exist before and this is an example of how
11 taxi companies can evolve to become full
12 transportation companies.

13 And finally, our grants supported the
14 electrification of our taxis, of 45 drivers, I
15 think 45 drivers alone received at least \$5,000
16 each for the purchase or paying off some of the
17 balances they have on the electric taxis. And
18 that's incredible.

19 No other jurisdiction within striking
20 distance has made this type of commitment to the
21 for-hire vehicle industry. And it's our position
22 that transportation as a service today is much

1 closer to reality than ever before.

2 We are fully committed with the For-
3 Hire Vehicle Advisory Council in ensuring that
4 the vitality of the industry remains very robust.
5 Then finally, we launched a video that brings
6 into focus and summarizes our efforts to
7 rebranding the Agency.

8 Some of you know that several years
9 ago we were predominantly focused on taxi
10 activities as in D.C. taxi cab condition. But
11 with the adoption of the Transportation
12 Reorganization Act things have changed.

13 We added for-hire vehicles. So the
14 video when you get a chance to take a look at it
15 will highlight the transition for us, what you
16 should expect in terms of how we're making
17 decisions based on data and more importantly how
18 our efforts will be centralized around the notion
19 of ensuring that customers have choice and they
20 decide which ride option is best for them.

21 That concludes my summary of the
22 activities of the Agency and the Council as well.

1 Thank you.

2 CHAIRPERSON JOLLY: At this time I
3 would like to ask my fellow Advisors if they have
4 any input or any questions on the report that you
5 just heard. I guess my only input would be on a
6 couple of issues.

7 One, as we all know the Department
8 took on a massive task with the grant program and
9 a lot of folks were happy and a lot of folks were
10 upset. Myself personally I attended a lot of
11 meetings around grants.

12 And I would like to thank the director
13 because most of the meetings I attended he was
14 willing to attend as well. He met with a lot of
15 folks, some are here today.

16 And I will just make this comment that
17 2000, the FY 2018 Grant Program I know that you
18 have mentioned to me that we'll also look at a
19 lot of the missed opportunities, I would say and
20 look at remedying some of the missed
21 opportunities.

22 But the grant program was a

1 competitive program and I know that a lot of
2 folks that I met with while they were upset they
3 did learn valuable lessons about this grant
4 program and how to move forward when it is
5 available in the future.

6 The second issue is on the digital, on
7 digital media conversion. It is my general
8 consensus that in talking to a lot of drivers
9 that I've been meeting with the costs for
10 operating a business has gone down.

11 And they do appreciate that. There
12 are still a few lingering issues with people
13 coming over from Legacy systems. And I was just,
14 I met with a group of drivers the other day, just
15 yesterday and they are still having a few issues
16 with signing on to the new systems and just have
17 a few questions.

18 But I think all that is being worked
19 out. But overall my comment is that the general
20 consensus from the drivers that I've been
21 involved with which has been a lot, is that the
22 costs have gone down and they do appreciate that.

1 So thank you for to the Agency and thank you to,
2 you.

3 So let's move on to the public comment
4 period which is really brief because I just
5 summarized a lot of that. But I would ask my
6 colleagues, you all were here at the, well I know
7 --

8 MEMBER WADE: I was.

9 CHAIRPERSON JOLLY: Dotti, you were
10 here. Would you want to recap what you heard in
11 the last meeting regarding the traffic problems
12 that we've been seeing in the District and we've
13 got our advisor from DPW who may want to comment
14 on that as well.

15 MEMBER WADE: Yes, well as we all know
16 traffic in D.C. is horrendous. It is not going
17 to get any lighter. With the construction of new
18 housing and office buildings you can anticipate
19 more traffic.

20 What we are trying to encourage the
21 public is to use public transportation such as
22 the for-hire vehicles, bikes and Metro. One of

1 the concerns from the drivers that I talked with
2 was the fact that there appears not to be enough
3 taxi stand lanes.

4 But we had to make it clear to the
5 drivers that for every traffic taxi cab lane that
6 is established it takes parking away from the
7 businesses who are complaining that they don't
8 have enough parking spaces for their consumers as
9 well as residents who complain about not having
10 enough parking space for their private vehicles.

11 They pay taxes. They come home. They
12 want to be able to park their cars. So we are in
13 a catch 22.

14 So at this point we are asking
15 everyone to understand what the traffic situation
16 is, to try and be as cooperative and
17 understanding that the city has only so many
18 parking spaces and that we have to be able to
19 share them.

20 I did notice however, and I wanted to
21 ask about it, I've noticed a number of non-taxi
22 drivers, other for-hire vehicles in taxi lanes.

1 Is that legal? Can they actually occupy our taxi
2 lanes?

3 DIRECTOR CHRAPPAH: No.

4 MEMBER WADE: And what should we do
5 when we see that?

6 DIRECTOR CHRAPPAH: Yes, a couple of
7 things. Would encourage the public to simply
8 just snap photos and then send all that to us.
9 That will help us in taking the appropriate
10 action whether that means dispatching more of our
11 vehicle officers to that particular zone or
12 sending letters to those vehicles owners that if
13 this practice continues we will keep the mounting
14 evidence and take the appropriate action.

15 MEMBER WADE: Okay. And so drivers
16 who witness this and non-taxi's obtaining their
17 space I would suggest that they not approach them
18 because we don't want to create any hostilities -
19 -

20 DIRECTOR CHRAPPAH: That's correct.

21 MEMBER WADE: -- or in a situation but
22 that they can call 311.

1 DIRECTOR CHRAPPAH: They can. In fact
2 I can provide the Watch Commander's phone number
3 so that in a moment they can call the Watch
4 Commander or they can tweet us and we'll look at
5 it and take action.

6 MEMBER WADE: I strongly encourage all
7 drivers who experience non-taxi cab in your taxi
8 lanes that are already very restricted, that you
9 take appropriate action by first not approaching
10 the driver, but doing as Director Chrappah
11 recommended which is to report them.

12 And two, to not overload the taxi
13 stands because then you really do encroach on
14 other businesses. So we all have to live in the
15 city and work in the city and try to move
16 throughout the city.

17 So that's what I've, I know there were
18 other issues. But that's the one that struck me
19 most because it's a big concern about this
20 mounting traffic.

21 We've just got to understand that it's
22 going to take a lot more patience and that we are

1 going into one of the largest traffic
2 metropolises in the country and we're trying on
3 all sides. You guys play a big role in
4 mitigating the traffic by encouraging people not
5 to drive their personal vehicles but to make you
6 more accessible.

7 CHAIRPERSON JOLLY: So I think since
8 a lot of this evolves around DPW since we've got
9 Advisor Patterson here can we, and we're having
10 problems with these microphones trying to get, so
11 could you, maybe you could, this is as far as
12 they go.

13 Maybe you can come down and just kind
14 of, yes, slide on down here and -- thank you.

15 MEMBER PATTERSON: Just for clarity,
16 the Department of Transportation that we
17 represent, I thank you to my fellow colleague
18 about those issues with traffic. Those are
19 things that we at DDOT deal with daily especially
20 in the Parking and Ground Transportation Division
21 which I am associate director of.

22 I want to commend DFHV for working

1 very closely with my colleagues now, Dennis Stark
2 and Erik Ampadu in creating a partnership with
3 how to operate, deal with operations for, for-
4 hire vehicles and our issues with traffic.

5 So one of the things that we look in
6 parking is what I call repurposing the parking
7 lane so that we can create safe drop-offs and
8 pick-ups for passengers.

9 And one of the things that we're
10 actually launching this week on Connecticut
11 Avenue and south of Dupont is that, this
12 repurposing where we would remove parking during
13 the night life hours to allow for taxis and other
14 for-hire vehicles to utilize that parking lane so
15 that passengers are not spilling out into the
16 travel lane to get their vehicle and that the
17 for-hire vehicles are not holding up traffic
18 there.

19 We also encourage the same thing that
20 you were mentioning use of, alternative uses of
21 transportation. There's so much that's available
22 now in the District of Columbia and more to come.

1 And one of the things that we are
2 working again closely with DFHV is that, figure
3 out how we fit not only just new taxi stands for
4 those that, the public for-hire vehicles but also
5 these travel lanes, these parking lanes. So
6 you'll see this more.

7 We just had a successful partnership
8 in operation with the opening of the Wharf where
9 we shut down parking completely on that, on Maine
10 Avenue just to make sure that we have optimal
11 flow of traffic and set drop-offs and pick-ups.
12 And I think that was a successful program and
13 we're hoping to use some of those, some of the
14 tools that we got from that.

15 MEMBER WADE: If you can get the cars
16 to stop parking. I saw 27 cars ignore the
17 parking signs but they all they had cute little
18 pink tickets.

19 MEMBER PATTERSON: The unfortunately
20 enforcement issue. That's always the issue.

21 MEMBER WADE: Yes.

22 CHAIRPERSON JOLLY: You curtail

1 behavior with those tickets. So hopefully
2 they'll know not to do that next time.

3 MEMBER WADE: Yes.

4 CHAIRPERSON JOLLY: But thank you.

5 DIRECTOR CHRAPPAH: I mentioned that
6 there's a Watch Commander and I want to give out
7 the number so it's on the public record. It's
8 202-321-5237.

9 So when anyone has any issue that the
10 public or anybody wants to report they can call
11 the Watch Commander's phone and he can take the
12 appropriate action.

13 MEMBER WADE: Please make sure you
14 protect your cab lanes.

15 CHAIRPERSON JOLLY: Thank you. So
16 let's move forward. So part of our role as,
17 actually --

18 (Simultaneous speaking)

19 Part of role as an Advisory Council,
20 our core function is to provide recommendations.
21 And those recommendations go from this Advisory
22 Council to the Director for the Department of

1 For-Hire Vehicles.

2 And over the last few months we've
3 been formulating some recommendations. We're
4 almost at the point where we're ready to make
5 some formal recommendations to the director and
6 put them in writing.

7 And I thought that this would be an
8 appropriate time to just share with you just some
9 general ideas of where we're going with those
10 recommendations and also offer my colleagues the
11 opportunity to add to the list.

12 One of the main recommendations that
13 we're working on and that we've heard over the
14 last few months from drivers is that they do need
15 and they do appreciate the steps that the
16 Department is taking in terms of automation.

17 I think we all agree through a bunch
18 of meetings that we've had that drivers are now
19 being able to really articulate the amount of
20 time that they're spending at this building
21 physically during the day when they could be out
22 there making money.

1 And the Agency has started making
2 some, in my opinion, some very good moves toward
3 automating functions that, some of which are more
4 web-based, but the idea is to allow drivers to
5 remain in their vehicles during the day and not
6 have to come over here as much and look for
7 parking.

8 And I noticed today was a cleaning day
9 and they're out their just giving out pink
10 invitations all day long out there. And drivers
11 get caught and then we hear that.

12 So that's one of the areas of
13 recommendation and we're still formulating that.
14 But we've been discussing that for quite a while.

15 The second is in terms of what we just
16 talked about, more taxi stands. And I've ridden
17 with the enforcement teams and I've seen it
18 where, for example, in front of the Smithsonian
19 there was one taxi stand that I think only three
20 cars could fit in.

21 And, you know, the fourth taxi just
22 kind of comes up and waits for that one guy to go

1 and sometimes it could be an enforcement issue.
2 Generally there isn't. But the point is that a
3 lot of the stands need to be revisited and I'm
4 glad we have Advisor Patterson with us and we're
5 working on that.

6 And this is just another general area
7 where we're looking at formulating some more
8 recommendations around that. And a lot of this
9 comes from what we hear when drivers are here
10 testifying to us and letting us know what they
11 see out there in the streets.

12 The third area is an interesting area
13 and it's a big area and it still is around the
14 general feeling amongst drivers that they are
15 still over-regulated and the competitors are
16 under-regulated. And there has been some
17 movement in terms of, you know, leveling the
18 playing field if you could call it that.

19 But we are working on issues or
20 recommendations around that topic. Now what does
21 that entail? You know, it definitely entails a
22 lot of things that make, that recognize that it

1 is difficult being a taxi driver. That's one.

2 We know that. There's a changing
3 environment. It's just, the business model has
4 changed. One of the areas that I thought was a
5 good outcome was switching to DTS.

6 A lot of people weren't happy about
7 that move. But that move made drivers very
8 happy, brought the costs down. I think it's 2.75
9 now.

10 DIRECTOR CHRAPPAH: Yes, 2.75.

11 CHAIRPERSON JOLLY: 2.75, brought it
12 down significantly. So, you know, there is not a
13 lot that we have on this right now. But we are
14 formulating this and I thought it would be
15 appropriate just to let you know these are the
16 directions that we're going in.

17 Big issue. But nevertheless, drivers
18 have been passionate about this and we've heard
19 and we are discussing it. And we're always
20 meeting with drivers representing different
21 groups. The other area --

22 MEMBER WADE: And before you move from

1 that --

2 CHAIRPERSON JOLLY: Go ahead.

3 MEMBER WADE: I just wanted to also
4 mention that the reduction in the fines have had
5 a big impact on the drivers. I've heard
6 appreciation for that.

7 I've heard still too many fines. But
8 the fact that many were eliminated and those that
9 we did have, remained were reduced dramatically
10 by 50 percent or more. So that also impacted the
11 driver's ability to earn revenue and to keep more
12 in their pockets.

13 CHAIRPERSON JOLLY: Okay, thank you.
14 So then there's another area and that is the area
15 of electric vehicles. And we've heard a lot of
16 discussion around electric vehicles.

17 The owners of a group of electric
18 vehicles got together, met with us many times,
19 expressed their concerns of lack of charging
20 stations. Some even expressed their concerns
21 that they felt as though we previously as a Taxi
22 Cab Commission may have led them to buy a car

1 which we did not do.

2 But nevertheless that's some of the
3 opinions they expressed. But what we're doing
4 now is working to formulate some recommendations
5 around that topic as well.

6 What has happened though since then
7 and the director has talked about some charging
8 stations that have been put up, is there is an
9 intentional focus on charging stations in the
10 city.

11 There's an intentional focus on
12 looking at the charging stations that are not,
13 how should I say this, being a good citizen
14 because we've had some issues with charging
15 stations that have decided for one reason or
16 another that they do not want taxis utilizing
17 their facility.

18 And taxi drivers who have limited
19 charge during the day and need to charge quickly
20 during their lunch hour so they can get back out
21 and make money have had issues. We understood.
22 We heard it and we're still working.

1 But we're formulating some
2 recommendations around that. And there are still
3 a few folks that have been emailing me,
4 particularly with concerns around that. But the
5 good news is that there are some things that are
6 moving forward and I thought it was appropriate
7 to let you know that as well.

8 And then the last one that I have and
9 then I'll open it up to my colleagues, is around,
10 actually it was around enforcement. But I think,
11 Dotti, you covered that pretty well.

12 Chief Starks has done a great job in
13 terms of working with us and helping us
14 understand the challenges and the balances of
15 doing that. I will say this, on enforcement it
16 has been brought to my attention by many drivers
17 that they are concerned that competitors with
18 very tinted windows tend to remove their trade
19 logos when they think there is an infraction
20 impending and police or the inspectors don't come
21 after them because they just pull it out of the
22 window or wherever.

1 And it's the beginning of a
2 conversation that I think we will continue to
3 have. But the purpose of this is to let drivers
4 know that when you come here and you testify we
5 hear and we are working on it.

6 A lot of times it is just not
7 appropriate to respond right away on what the fix
8 could be because there's a lot things that are
9 going on behind the scenes to really understand
10 the problem and then come to an appropriate fix.

11 But this is another general area of
12 enforcement that we're working on. And I think
13 that Chief Starks always is willing to, well I've
14 gone out with the enforcement team a couple times
15 just to see what this thing looks like.

16 And I've been out on the weekend.
17 I've been at night and during the day. And it's
18 amazing what's going on out there. And there's
19 infractions on both sides. So I'm not saying
20 that one is better than the other.

21 But we are working to understand both
22 sides of it and come up with some

1 recommendations. So at this time I would like to
2 open it up to my colleagues for any other
3 recommendations they may have been working on.

4 I know, Anthony, you were working on
5 something a while back. I think it was around
6 training, was it?

7 MEMBER THOMAS: We had talked about
8 training.

9 CHAIRPERSON JOLLY: You probably need
10 to come down so we can get it on the record.
11 Sorry about that.

12 MEMBER THOMAS: I had made a
13 recommendation about training moving forward for
14 some of the grant applicants that weren't
15 approved or, you know, doing more resource
16 training. And I know that some of that has taken
17 place.

18 So that for the upcoming fiscal year
19 those who were disappointed can reapply and
20 hopefully receive funds. So I know that the
21 resource center is now operating and all the
22 drivers have been talked to. So, yes.

1 MEMBER WADE: Anthony, could you
2 explain some of the reasons why the funding was
3 not granted for some of the applicants? Is there
4 a category of reasons?

5 MEMBER THOMAS: I think some of it
6 could have been just like technicalities with the
7 way that their applications were --

8 MEMBER WADE: Inaccurate applications.

9 MEMBER THOMAS: -- structured and
10 things of that nature. So, yes, I was
11 recommending, you know, more training and
12 outreach, you know, in the beginning right
13 before.

14 And that of course is important for
15 people to attend those sessions if there are
16 informational sessions beyond initial application
17 meetings. And I would also make a recommendation
18 in terms of training and enforcement it's hard to
19 sort of train other private for-hire vehicles.

20 But I think from what I've heard from
21 some of the Facebook blogs over the past few
22 months is that some people know all about the,

1 you know, that this is the regulatory agency
2 that's over the rideshare companies. Other
3 drivers do not know or they don't take it
4 seriously.

5 So I was in a ride the other day and
6 actually an MPD officer I was told that they
7 issued up to \$700 in fines to a driver that was
8 not, like he had several infractions. So it's
9 not, I realize it's not only DFHV inspectors.
10 But MPD has been cracking down heavily for
11 rideshare drivers over the last few months.

12 Yes, and in particular one of the
13 safety areas that I've been seeing is in that
14 corridor of U Street and particularly 14th and U
15 where the Trader Joe's is. And there's been an
16 increased enforcement with the bike lanes.

17 So it is technically illegal if you
18 pull into a bike lane and you're sitting there.
19 You're impeding traffic. And so, and then from a
20 driver perspective sometimes it's just not,
21 there's nowhere to go so calling the passenger
22 and saying, hey, you know, we need to, you know,

1 I can pick you up on a side street versus, you
2 know, the main street, on 14 Street.

3 And I do know that some areas it's
4 possible to like geo-fence those non-safe pick-up
5 locations so that everybody is safe all around.

6 DIRECTOR CHRAPPAH: And let me ask
7 you, do you have some ideas on how we could
8 improve our outreach to all for-hire drivers who
9 would like to explore that route because last
10 fiscal year we did a lot of webinars and tele-
11 town halls to educate on a number of issues.

12 But it's still difficult to have
13 meaningful penetration because of all the driver
14 base because drivers don't register here.

15 So if you have some ideas on how we
16 could increase our awareness about training that
17 we will provide in general to any driver whether
18 they are a rideshare driver, a limo driver or a
19 taxi driver I think that would help increase the
20 general awareness about areas where it's just a
21 lot of work because you just can't park in the
22 bike lane or if there is going to be any targeted

1 campaign to address issues they are at least
2 aware this is what we're going to be on the
3 lookout for.

4 If there is any change in the
5 regulation we will let them know. You should
6 have your trade sticker. When it peels off, go
7 to the store and get another one and put it back
8 on. The little things.

9 So we would love to hear more about
10 how we can increase our outreach to inform them
11 about what they need to know.

12 MEMBER THOMAS: I think that webinars,
13 I know the one we had the DTS, the call in there
14 was a good representation of drivers on that
15 call. And so especially for drivers it's hard to
16 assemble everyone in one place.

17 But, you know, maybe like a training
18 brochure, an electronic brochure that can go out
19 to drivers to just kind of talk in general about
20 enforcement. And in addition to like, I think,
21 town hall meetings are useful as well.

22 But I think to start to get the word

1 out sooner webinar, phone call type base or, you
2 know, electronic brochure would work.

3 DIRECTOR CHRAPPAH: Okay, thank you.

4 MEMBER PATTERSON: And understanding
5 the training. I understand that the digital
6 system allows for types of messaging.

7 So if you're getting it out to the
8 public for-hire vehicle community through the
9 system it's something that we've worked with that
10 the other for-hire vehicle and also with your
11 staff. And so I'm wondering if that's also a way
12 that you can sort of message the types of what
13 we'll call safety messages or things like this.

14 And if that's something that can be
15 utilized and we maybe come up with a campaign of
16 sorts on safe drop-offs and pick-ups, you know,
17 not blocking the bike lane, things like this.

18 DIRECTOR CHRAPPAH: Yes, definitely.
19 That's one of the great features of the digital
20 platform. Not only the ability to send like a
21 graphic or specific content but also do photo
22 ops.

1 So we've been able to do some text
2 complaints. We've been able to do some voice
3 message complaints. And we plan on utilizing the
4 platform for increasing the awareness on safety
5 issues explanations.

6 So perhaps we can figure our
7 internally by some type of editorial calendar
8 where on a bi-weekly or a monthly basis or
9 whenever something new comes up we just point it
10 out to all drivers. I think that would help in
11 making them generally more aware of what is
12 happening.

13 MEMBER PATTERSON: DDOT would be happy
14 to partner with you on that.

15 CHAIRPERSON JOLLY: Okay, thank you.
16 Did you have --

17 MEMBER WADE: Yes. I'm back to the
18 cab stands, bike lanes and idling vehicles.
19 There was a mention police crackdown. I do work
20 as an ANC Commissioner.

21 And in our commission in particular we
22 are in the Columbia Heights area. We have a

1 severe problem with blocking 14th Street, 11th
2 Street and U Street with not just taxis but also
3 other for-hire vehicles.

4 And we're working with MPD in our area
5 to actually enforce ticketing. Taxis are
6 horrendous. There is a taxi stand on 14th
7 Street. It's not where the taxis want it because
8 it's not right in front of Target. It's down the
9 street from Target.

10 They won't, many, many, many days I'm
11 up there the taxi stand is empty but taxis are
12 idling in front of Target. For anyone who knows
13 14th Street now it's only one traffic lane in
14 each direction at all times.

15 There are some left lanes at some
16 major intersections on 14th Street. But
17 basically it's a single lane. So when you're
18 idling you're blocking not only a very busy bike
19 lane but you're also blocking the traffic lanes.

20 It is just so bad up there. We had to
21 involve MPD because we don't have enough
22 inspectors to handle the load up there on 14th

1 Street. They would have to be up there from 7:00
2 until 9:00 every day.

3 I mean it's just that bad. And they
4 idle. They are not, and they also take parking
5 spaces, the little 15, 30 minute parking spaces
6 and are not using the taxi stand which is a
7 little bit down the street.

8 So what would be reasonable is for
9 them to stay in their taxi stand and then if they
10 see people coming out with big things pull up.
11 They don't do that. They just actually and
12 that's not just for Target but that's on both
13 sides of the street up and down 14th Street.

14 Keeping in mind we've got a major fire
15 station there that is zooming up and down
16 creating more hazard. So we're asking all of the
17 drivers to please be aware of the city, our
18 traffic rules, our bicyclists who we went to
19 great expense and great training to create these
20 lanes for them but when vehicles take those lanes
21 what happens is the bikes have to veer out into
22 the main traffic.

1 So the whole purpose of the safe bike
2 lane has now been removed because other
3 businessmen want to maximize their revenue. But
4 we can't do it at the expense of everybody else
5 in the city.

6 So that's a major issue and I'm going
7 to be working with our Council and with MPD to
8 come up with a way. We need to get that message
9 out that it's going to be strictly enforced, that
10 ANC Commissioners throughout the city are working
11 with the Council on these, on this particular
12 issue.

13 It's just that bad. And you drivers
14 know it. You experience it. Because of the
15 violations of idling in the lanes now police are
16 enforcing, how did that happen. Excuse me, guys.

17 They're enforcing the drop off. So
18 now after you pull over to drop off and you block
19 a bike lane you're liable to get a ticket when
20 normally that would be permissible.

21 But because of the idling it's no
22 longer permissible. So that's something all of

1 us need to be aware of.

2 CHAIRPERSON JOLLY: Thank you. Okay.
3 So let's move forward. And look, I'm one of
4 these people I look at an agenda and I hope that
5 everybody will go by the agenda.

6 But I intentionally skipped over the
7 public comment period because I thought the
8 dialogue was so good because a lot of what we,
9 our recommendations were about were sort of in
10 direct response to the recap for the Agency and
11 some of the activities.

12 So, Ms. Nixon, when I gave you the
13 agenda, you know, next time I'm going to keep it
14 flowing better this way. So now let's move on to
15 public comment. Ms. Nixon, you can call our
16 witnesses, our guests.

17 SECRETARY MIXON: Okay. The first one
18 I have is Dawit Dagneu. So you may approach the
19 podium. Thank you for bringing your statement.

20 MR. DAGNEW: Good morning, Members of
21 the Department For-Hire Vehicle Advisory Council.
22 Mr. Chrappah, congratulations on your

1 achievements.

2 On August 2nd the Director and the
3 Chairman were kind enough to hold a follow-up
4 meeting with me myself and three other drivers
5 that represent a group of approximately 75
6 drivers that submitted grant application and were
7 rejected.

8 During that meeting we were led to
9 believe that we would be receiving additional
10 information on upcoming grant opportunities and
11 to date we haven't received any details. We
12 learned valuable lessons from the last round of
13 grant opportunities.

14 And we have corrected many of the
15 mistakes of the past and we are prepared to
16 compete for future grant opportunities. Today
17 only, I'm simply asking the time line for follow-
18 up so that I can inform colleagues about any
19 upcoming grant opportunities that provides
20 incentive for drivers.

21 On other note, it should be mentioned
22 here I would also like to follow-up on the status

1 of this increasing traffic of the city. I would
2 like to propose the Department For-Hire Vehicles
3 increasing regulations on the vehicles with out
4 of state tags to remain within their jurisdiction
5 while waiting for a call.

6 In other words, a Virginia or a
7 Maryland taxi must receive their dispatch before
8 crossing into the District to pick up a fare.
9 Same applies for D.C. taxis. We cannot pick up a
10 fare outside of D.C.

11 We are requesting this policy be
12 applied to service such as Uber and Lyft. This
13 would alleviate the increasing amount of traffic,
14 cut down on the cars loitering in our streets and
15 in hot spots such as Union Station, Georgetown, U
16 Street, 14th Street, et cetera.

17 We are additionally concerned that the
18 Department of For-Hire Vehicle's police doesn't
19 address enforcement of these issues as it relates
20 to Uber and Lyft as we mentioned now. We would
21 like to see a policy that requires a permanent
22 trade logo that is easily identifiable for

1 enforcement officers.

2 That would assist in identifying
3 loiterers and enhance the enforcement. I also
4 notice that there were inconsistencies in how the
5 Department For-Hire Vehicles treats limousines by
6 allowing limousines with a Maryland and Virginia
7 tags to pick up passengers with a District, in
8 the District and pay a fee of \$30 a month and
9 receiving a renewable sticker.

10 If the city is charging out of town
11 black cars we believe it's only fair that
12 services like Uber and Lyft should pay the same.
13 While we believe that this District Department of
14 For-Hire Vehicle is working to lower fees for
15 taxi drivers we also believe that fair
16 competition will also go a long way in helping
17 taxis to continue to compete.

18 Finally, my comments today reflect the
19 input of over 75 drivers that have come together
20 to combine our efforts in securing a future for
21 taxi drivers. By combining our efforts and
22 resources we are now focused on impacting

1 policies and recommending changes that would
2 assist taxi drivers.

3 The playing field is not level. And
4 we know that Uber and Lyft have the lobbyists in
5 their favor that will combine their economic
6 resources to work on behalf of their industry.

7 We are trying to do the same for our
8 taxi industry. While we are small in number our
9 commitment is strong. We therefore ask you your
10 continued partnership in working with us to level
11 the playing field.

12 If I have more time I just want to
13 stress on these traffic issues, as we all know, I
14 don't know if anybody doesn't know I just want to
15 clear this, a taxi, a Virginia taxi or a Maryland
16 taxi or whoever out of town taxi cannot come and
17 loiter in Washington streets.

18 They have to receive their dispatch
19 before crossing to the District line. The same
20 goes for taxis, our D.C. taxis. We cannot go
21 outside D.C. and pick up a fare. So why would
22 you allow a Virginia tag and Maryland tag and

1 Uber loiter in Washington?

2 By the Department's own admission
3 there was 185,000 cars added to this driving.
4 It's only a matter of a day or two if you
5 regulate. The only fair regulation sit where you
6 are and wait for a fare their before crossing
7 into D.C.

8 Just let the taxis in the street in
9 Maryland. Let's only be fair. If you have a
10 D.C. tag you can loiter. But Virginia and
11 Maryland is the majority. They think their
12 business is here.

13 That's why they come all of them come
14 and sit in Washington. They take the parking.
15 They take the streets. Even people are coming as
16 far as North Carolina and West Virginia.

17 Enforcement agent can help me with
18 this. You don't know out there. Come on outside
19 and see what it looks like. It's just a zoo out
20 there.

21 CHAIRPERSON JOLLY: So let me get some
22 responses for you. Just stay right there.

1 MR. DAGNEW: Okay.

2 CHAIRPERSON JOLLY: Let's have the
3 director go first.

4 DIRECTOR CHRAPPAH: I thank you for
5 your testimony and taking the time to at least
6 highlight not only some of the issues that you
7 see but also recognizing the continued
8 partnership that the Department seeks and
9 achieves in working with different stakeholders
10 to improve livability and workability within the
11 city.

12 There is or there are a couple of
13 things that I want to take this opportunity to
14 announce publicly as it touches on some of the
15 comments that we've heard over time and you
16 broached it also in your testimony.

17 By tomorrow we plan on making
18 announcement on specific grant opportunities for
19 drivers. That was a commitment that we made in
20 FY '17 and to develop a grant program there are
21 steps that we have to go through.

22 So I'm proud of what the team has been

1 able to accomplish and we are positioned to make
2 an announcement tomorrow. It could be as early
3 as today.

4 MR. DAGNEW: Thank you.

5 DIRECTOR CHRAPPAH: But I want the
6 public to know, specifically taxi drivers, that
7 we are going to be making incentives available
8 for drivers. Some of the details that I feel
9 comfortable sharing at this moment is that it
10 will be absolute \$10,000 for a driver that wins
11 the award.

12 It is going to be competitive. We
13 anticipate having at least 25 awards. So the
14 details will be in the announcement. But this is
15 our way of incentivizing good drivers to stay in
16 the industry and also help ensure that residents
17 have access to safe, affordable and accessible
18 transportation options.

19 Secondly, we've been working on, on
20 line training that would help the industry
21 particularly taxi drivers in understanding the
22 digital economy now. We are in a digital economy

1 where the majority of business opportunities is
2 digital.

3 It's not the analog world. So we made
4 a grant available to companies to develop
5 training and that was completed at the end of FY
6 '17. So we are gearing up to roll out the
7 training.

8 It's not going to cost a dime to
9 anybody. Drivers simply have to log in to the on
10 line management system that we've had in place
11 for I think about two years now and they will
12 receive instruction on the changing world around
13 them and how as a driver now you really have to
14 be accessible to all digital economic
15 opportunities and more importantly how you can
16 position yourself from a customer service
17 perspective to realize those benefits.

18 So that's something that we're going
19 to make available to all drivers so they can
20 learn how to succeed in the digital economy which
21 has grown in more than double digits compared to
22 the street level market.

1 CHAIRPERSON JOLLY: Did any of my
2 colleagues have any questions, no? So I just had
3 one question for you. You mentioned, I'm sorry
4 about that, you mentioned that, you mentioned the
5 out of state tags for black cars and the fee for
6 black cars.

7 Are you trying, are you proposing that
8 all other cars such as Uber, Lyft, et cetera pay
9 this fee as well in order to, if they have out of
10 town tags?

11 MR. DAGNEW: What I'm saying is
12 consistency. This would show consistency in the
13 Department. Black cars are constantly coming
14 from out of town, from out of the city.

15 They pay \$32, \$45, a dollar per day
16 and receive a renewable sticker. If that applies
17 for them why not the others?

18 CHAIRPERSON JOLLY: And --

19 MR. DAGNEW: If they had, go ahead.

20 CHAIRPERSON JOLLY: No, you go.

21 MR. DAGNEW: If in fact my proposal
22 for out of the city tags to remain in their

1 jurisdiction just like the taxis is the basic for
2 removing the gridlock from the city. I don't
3 expect them to pay or even to be validated to
4 receive a sticker for that.

5 CHAIRPERSON JOLLY: Okay. And let me
6 ask you this because I had mentioned this earlier
7 in terms of the trade logo at your suggestion
8 that there's a requirement for a permanent trade
9 logo.

10 What are you seeing out there in terms
11 of trade logos and why you have reached this
12 conclusion?

13 MR. DAGNEW: That is one thing needs
14 elaboration. I work all day. I'm on the street.
15 I see them. Each time somebody comes towards
16 them or a police or any, if they are loitering
17 they will pick it up and put it and act like they
18 are simple private people.

19 And whenever they are receiving a call
20 then they put it on the window. They cannot have
21 it both ways. If they are commercial act
22 commercial. Put a logo or tie it up with a tag

1 or something that shows it is for a commercial
2 purpose.

3 If not just stay home. You cannot
4 have it both ways. You should not have it both
5 ways.

6 CHAIRPERSON JOLLY: Thank you very
7 much, sir. Appreciate it. Ms. Nixon.

8 SECRETARY MIXON: Okay. And the next
9 I have is Mr. James Kennedy. And, sir, I do
10 appreciate your patience. I know you had a
11 deadline today. We were running a little late.
12 But we certainly appreciate you.

13 MR. KENNEDY: That's not a problem,
14 it's not a problem. Good morning, everyone. I
15 have submitted a more formal statement and I
16 won't deviate from it but I won't read it as
17 such.

18 I'm here to advocate this morning for
19 the full funding of Transport DC cab service and
20 the entire service that it provides throughout
21 the month and not the partial service. I'm also
22 here to articulate the desires of the disabled

1 and the blind community and seniors for this
2 service to remain intact and to remain funded.

3 We believe that this program is the
4 most accessible and significant program for us.
5 Most of us do have MetroAccess that we can rely
6 on as well. But we all know that it is also a
7 shared ride.

8 And the Transport DC Program affords
9 us the ability to do those things that we need to
10 do on a daily basis. Right now it's only limited
11 to going to places of employment for the disabled
12 or to medical appointments at medical facilities.

13 There are other things that seniors
14 and the disabled like to do and other things they
15 have to do. I am visually impaired, legally
16 blind and I am very involved in the activities in
17 the nation's capital.

18 And not all of the time I can plan to
19 take MetroAccess. Sometimes things come up that
20 I found it convenient to call Transport DC and
21 they can pick me up and get me where I need to go
22 on time.

1 I'm a growing advocate both for the
2 blind and for the disabled. And I echo the
3 concerns of the senior and disabled community
4 that they want Transport DC.

5 I'd like to give an example of
6 something that happened. A couple of weeks ago
7 our blind population was being transported to the
8 Independent Living Centers where they received
9 training and they were able to get to their
10 places and locations.

11 But all of a sudden in the middle of
12 the day the program was suspended leaving them
13 stranded wherever they were. Among the blind
14 community that creates a lot of stress among them
15 because now they don't know how they're going to
16 get back to where they're going to get.

17 And we need Transport DC here in the
18 nation's capital and we want it. And we're
19 asking, we've had other meetings with our D.C.
20 Council representatives and representatives from
21 the mayor's office and we echoed the same
22 concerns.

1 And they are the most accessible to
2 us. They are most available to us when we need
3 to move. We don't all the time go to medical
4 facilities. We don't all work.

5 Some may need to go to Walmart. Some
6 may want to visit their grandchildren. Their
7 well-being is at stake with all the changes and
8 the possible elimination of Transport DC.

9 I understand, I'm growing to
10 understand a lot the budgeting process and how
11 the funds are divided up and also am beginning to
12 understand the politics that can impact where
13 that money goes and who and who is not funded.

14 But I simply stand here this morning
15 to advocate for Transport DC. We would like to
16 see it fully fund and that the services are
17 reestablished for the full month and to echo the
18 needs and the desires of the disabled and the
19 blind to have Transport DC at our service. Thank
20 you very much.

21 CHAIRPERSON JOLLY: Mr. Kennedy, thank
22 you very much for your testimony and thank you

1 for adjusting your schedule to stay around and I
2 hope you have a few more minutes for us to ask
3 some questions.

4 MR. KENNEDY: Sure.

5 CHAIRPERSON JOLLY: Thank you. First
6 I want to ask the Director for some.

7 DIRECTOR CHRAPPAH: Mr. Kennedy, it
8 certainly was my pleasure to meet you this
9 morning through Henok who I've known for quite
10 some time and I'm equally encouraged by how you
11 look at the challenges that we face as not only a
12 city but also a nation in ensuring that every
13 person has access to transportation.

14 Transportation is an enabler of social
15 change. It enables greater economic
16 opportunities and without transportation nothing
17 happens. So from that standpoint I stand with
18 you.

19 I also stand with you in the fight for
20 assuring that people have access to
21 transportation and it's also affordable. What I
22 would propose is we continue this dialogue to

1 figure out how best to maximize the funding that
2 is currently available and also figure out what
3 other channels who will present an infusion to
4 ensure that we can meet the needs of our
5 residents.

6 Budgeting is complicated. There is a
7 calendar of activities related to that. And more
8 importantly we cannot spend money we don't have.

9 The city spends roughly about \$71
10 million on accessible transportation options.
11 Transport DC represents less than 5.6 percent of
12 that. So there has to be some dialogue about how
13 to put the residents in charge of their
14 transportation spending.

15 There has to be some dialogue about
16 figuring out how to make other transportation
17 systems better. But what we've seen so far is no
18 amount of unlimited funding is going to be
19 sufficient for Transport DC because there are
20 even people who have a challenge in coming up
21 with \$5 co-pay.

22 So as the senior population continues

1 to grow, as the need for accessible
2 transportation evolves we will maintain that
3 dialogue to figure out how best to serve our city
4 and our residents. So on that note I will
5 definitely make sure a member of my staff follows
6 up with you to connect you to that dialogue that
7 is happening now because we have FY '19 budgeting
8 process that is taking off very soon.

9 And this is an opportunity to address
10 some of the issues you mentioned. But for Fiscal
11 Year '18 we definitely want to hear more ideas
12 about how to stretch the budget we have and until
13 there is a Superman or Superman arrives or some
14 additional funding arrives we owe it to our
15 residents to make sure that the most vulnerable
16 have access to this transportation options in the
17 light and context of our transportation options
18 available. Thank you.

19 MEMBER WADE: Thank you, Mr. Kennedy.
20 I would also just like to expound on your issue
21 about making the services available for other
22 purposes visitation other than medical.

1 As you can see right now by the fact
2 that the funding ran out before the year, the
3 fiscal year ran out there's a great demand for
4 the services for the medical transportation. If
5 we try to expand it to cover non-medical
6 transportation we would not have enough funding
7 available for the people who desperately need it
8 for medical appointments.

9 So that's something to consider. I
10 always like to give people a different viewpoint
11 of how we kind of make our decisions on funding.
12 But if there is a greater need for appointments,
13 transportation to medical appointments and
14 limited resources it wouldn't be in the interest
15 of anybody at this point to expand to social
16 types of transportation, if you understand what
17 I'm saying.

18 I know to visit your daughter is
19 really important and it's a needed service. But
20 I don't think that would fall under Transport DC
21 which is primarily to assist people with
22 disabilities and seniors for their medical

1 purposes.

2 MR. KENNEDY: Can I make one other
3 statement?

4 CHAIRPERSON JOLLY: Yes.

5 MR. KENNEDY: I understand the
6 importance of the medical visits and the
7 employment visits. I get that. But we are
8 beginning to feel that so often when we're
9 looking at budget cuts that it's the seniors and
10 the disabled that are always cut first.

11 And if we consider these programs are
12 for all of us that are senior and disabled, most
13 of us have paid our dues already and these
14 services should be provided for us. So if we're
15 on the front end of the budget then we won't have
16 to be on the back end of whatever is leftover and
17 then shortfall.

18 MEMBER WADE: I don't believe it was
19 a cut in the budget. I think what it was, was a
20 greater demand than the budget could cover. It
21 wasn't as if we cut the budget. I think the
22 demand was greater than the resources.

1 MR. KENNEDY: All right.

2 MEMBER WADE: Which created the
3 shortfall at the end of the fiscal year which
4 sometimes happens. Sometimes agencies run short
5 of money.

6 Sometimes agencies have a surplus of
7 money which they, there's a flurry to spend the
8 money because nobody ever wants to turn money
9 back in. So I just wanted to make clear that
10 it's not that we're cutting funds.

11 The demand is greater than the
12 funding. So what we're going to do is request
13 more funding to stretch further. But I don't
14 think at this point it would be a good time to
15 expand the program to non-medical when we're
16 shortfalling on the medical side.

17 MR. KENNEDY: And it's the increase of
18 budget that I'm getting at so that those things
19 can be considered in the future.

20 MEMBER WADE: Right, thank you.

21 CHAIRPERSON JOLLY: Any other
22 comments? Mr. Kennedy, I would just say that I

1 would love to sit down with you one of these days
2 and sort of map out, as the director said, there
3 are probably some other organizations and
4 entities that could partner with this program to
5 maybe look at where there are some opportunities
6 for partnership and what have you.

7 But also in doing that maybe use that
8 to make a better business case for maybe
9 increased budget in some areas. But I do
10 recognize what Advisor Wade said, the criticality
11 of jobs and medical.

12 But maybe looking at maybe a few other
13 categories outside of that but recognize that the
14 money might not be able to cover everything
15 because the program was very popular when we got
16 here a couple years ago as Commissioners before
17 we went over to Department of Vehicles For-Hire.

18 MR. KENNEDY: And I think that's an
19 important statement that creative ways of funding
20 Transport DC needs to be looked into in our
21 dialogue as well.

22 DIRECTOR CHRAPPAH: Mr. Kennedy, can

1 I ask you one thing? So that I have some
2 understanding about your written performance as
3 well. Knowing what you know now, and that is
4 even with the medical segments the growth in
5 ridership was overwhelming.

6 We've seen a 45 percent growth in the
7 program just this past year. And this past year
8 the funding level was about three times more than
9 when the program started.

10 So funding has grown. Ridership has
11 grown way faster. What is your thought about
12 because coming, I'm trying to hear your idea
13 about sort of like making the program level for
14 income for our use, would you advocate for a
15 number of trips for everybody and not necessarily
16 make it for medical or appointments only?

17 MR. KENNEDY: Recognizing the
18 importance of the medical trips, on the needs
19 basis assessment might begin to look at that area
20 and begin to make some determinations of how we
21 can budget for those areas.

22 Myself I go to a lot of meetings.

1 Just Saturday if I were to pay for a cab
2 transportation to the meeting and back home it
3 would cost me \$45. I'm on disability.

4 And that's totally, you know, out of
5 my budget area. So I had to find other ways to
6 get to those meetings around advocating and
7 working within the city among the disabled and
8 the blind.

9 DIRECTOR CHRAPPAH: So if every member
10 had a set number of trips is that something that
11 you would support? I'm just trying to take ideas
12 we hear and streamline them a little bit.

13 MR. KENNEDY: That could be a possible
14 area of discussion, yes.

15 DIRECTOR CHRAPPAH: Okay, all right.
16 Thank you very much. We will continue to engage
17 with you and the others to figure out how to deal
18 with the challenges that we have as a city in
19 general.

20 So thank you very much also for your
21 flexibility.

22 MR. KENNEDY: And I thank this body

1 for your time.

2 DIRECTOR CHRAPPAH: You're welcome.

3 CHAIRPERSON JOLLY: Thank you, Mr.

4 Kennedy. Ms. Nixon.

5 SECRETARY MIXON: Those are all of the
6 registered speakers. I don't know if you have
7 time for the unregistered speakers.

8 CHAIRPERSON JOLLY: We have about five
9 minutes.

10 SECRETARY MIXON: Okay. Are there any
11 unregistered speakers who would like say
12 something briefly? Any unregistered? I see one
13 hand. Any other hands?

14 All right, sir, you may approach the
15 podium. Before you start if you would say and
16 spell your name for the court reporter please.

17 MR. MULLICK: My name is Nuruzzaman
18 Mullick. N-U-R-U-Z-Z-A-M-A-N, last name, M-U-L-
19 L-I-C-K. I am President of Democracy Cab
20 Company.

21 First, thank you for letting me speak
22 for this brief moment. I just do have a few

1 concerns that I think I should address. It's not
2 constant as much as a proposal.

3 As we know that DFHV requires each
4 driver to acquire a certificate to operate
5 wheelchair accessible vehicles, what I think
6 would be better if, that certification make
7 mandatory for each driver that will maximize the
8 use of wheelchair accessible vehicles.

9 As my fleet I have 14 wheelchair
10 accessible vehicles and of them only five are
11 being operated and nine are still in the shop
12 sitting down for almost three months. Not many
13 wheelchair accessible vehicles drivers.

14 And that also, I think diminishes the
15 calls that we receive for the wheelchair
16 accessible vehicles. There are not many enough
17 wheelchair accessible vehicles on the road to
18 take those calls.

19 This will also benefit the drivers in
20 a manner taking the opportunity for the grant
21 that DFHV offers. Lots of drivers know about
22 this because we don't have much drivers, many

1 drivers operating the wheelchair accessible
2 vehicles.

3 This will also maximize our driver's
4 earning potentials in that manner as well as
5 helping other, our people with disabilities and
6 senior citizens throughout the city. And also I
7 believe if driver has to park from a certain
8 period of time throughout the year as a mandatory
9 to drive a wheelchair accessible vehicles.

10 Suppose like a proposal like 120 hours
11 a whole year the driver has to drive, fulfill the
12 requirements of driving a wheelchair accessible
13 vehicles that way all of our drivers will know
14 how to deal with wheelchair accessible vehicles
15 as will their customers, those riding customers.
16 I think that's all I have to say.

17 CHAIRPERSON JOLLY: So you've got 14
18 vehicles, five are being operated now in the shop
19 and you allowed your drivers of the vehicles just
20 don't want to operate the wheelchair accessible
21 vehicles. Okay, let's look to Director Chrappah.

22 DIRECTOR CHRAPPAH: So can you recap

1 the essence of the proposal given that you have
2 less than half of your wheelchair accessible
3 vehicles on the road? Is it for all drivers to,
4 are you advocating or suggesting all drivers
5 should be trained on wheelchair accessible
6 vehicle operation or they should be required to
7 recertify every year? Tell me a little bit.

8 MR. MULLICK: This is two part. One
9 part is to have each driver get a certification.
10 So that would be there for them for the rest of
11 the period of time how long they were driving,
12 doing that for them.

13 Now renewing certification each year
14 that's DFHV's discretion if they have to do it.
15 If the mandatory or regulation changes I believe
16 that is the proper way to do it because the
17 regulation changes regarding the people with
18 disabilities and everything, the Act and
19 everything.

20 And the second part is for the driver
21 to, must drive the wheelchair accessible vehicles
22 that way they will have experience of getting

1 customers and also help the industry because
2 those cars, not just my cars as I know that all
3 of companies have their certain amount of cars
4 wheelchair accessible vehicles sitting in the
5 shop not being driven by drivers.

6 Still it helps the industry as the
7 manner of helping the drivers and helping the
8 companies keep on running those vehicles.

9 DIRECTOR CHRAPPAH: Okay. Is there
10 something that you think the Department can do or
11 the For-Hire Advisory Council can do in ensuring
12 that drivers who get into a wheelchair accessible
13 vehicle have fair opportunities?

14 Is there something about dispatch that
15 needs to be done? I've heard different ideas.
16 But what is your take on how dispatch can be an
17 opportunity or a barrier in getting people,
18 drivers to, you know, be on the road with those
19 vehicles?

20 MR. MULLICK: As far as I know
21 wheelchair accessible vehicle drivers who are
22 driving right now has an obligation to complete a

1 certain amount of training in a month period. So
2 having every driver having the certificate would
3 automatically have it mandatory to have a certain
4 amount of trips in wheelchair vehicles.

5 DIRECTOR CHRAPPAH: Okay.

6 MR. MULLICK: And since we get a lot
7 of calls on wheelchair vehicles have been not,
8 what I believe is fairly distributed because we
9 only have two dispatching companies. And also
10 as, since you brought this up I believe it would
11 be better if those trip records are made public.

12 Not the trip record but the calls they
13 receive, the dispatching companies because now a
14 company knows how many trips, how many calls that
15 they are receiving, how many are being dispatched
16 and how they are being dispatched.

17 I have lots of drivers complaining
18 they are paying \$75 a week and still not getting
19 a call from, for the wheelchairs. They're not
20 getting enough calls maybe once a week or twice a
21 week they will receive a call.

22 I believe that our community has more

1 demand than what are being projected by those
2 dispatching companies.

3 CHAIRPERSON JOLLY: Okay, thank you.
4 Any other questions?

5 MEMBER WADE: Yes. I was just
6 wondering if you think that the lack of demand
7 for your vehicles, wheelchair accessible vehicles
8 has anything to do with the success of the
9 Transport DC because of the difference in the
10 price?

11 MR. MULLICK: Yes, I believe so. I
12 believe so. There is because of lack of drivers.
13 I actually, as I said, have no data to see if,
14 how the Transport DC is dealing with the
15 wheelchair demand.

16 So as per driver perspective most of
17 the drivers doesn't want to. I spoke to a lot of
18 drivers regarding driving wheelchair accessible
19 vehicles.

20 I have lowered their rent way down to
21 \$150 per week but still they don't want to drive
22 the wheelchair vehicles because they believe they

1 are being mistreated because the distance or the
2 time doesn't match up where they are or they are
3 not being fairly dispatched.

4 That's what they, whoever drove those
5 vehicles, wheelchair vehicles don't want to drive
6 a second time. So I believe if this becomes
7 mandatory and driver will have more opportunities
8 and also I'm trying to educate my drivers about
9 the grant process and everything.

10 Most of the driver doesn't know about
11 the grant process of this grant opportunities of
12 this wheelchair accessible vehicles. So they
13 think that if they drive this car they will make
14 less money than the people who are driving
15 regular cars.

16 MEMBER WADE: Is that true?

17 MR. MULLICK: In some cases it might
18 be true. Like I said I don't know their
19 earnings. I don't know how the data.

20 But they have a lot of complaint about
21 paying for the dispatch \$45 or \$75 but they're
22 not getting their dispatch for the money they're

1 paying for.

2 MEMBER WADE: Thank you.

3 MR. MULLICK: Thank you for the
4 opportunity.

5 CHAIRPERSON JOLLY: Thank you. And
6 let's get your contract information after this
7 meeting.

8 MR. MULLICK: Sure.

9 CHAIRPERSON JOLLY: Ms. Nixon, is
10 there anybody else?

11 SECRETARY MIXON: One, sir. We're
12 going to be real fast, real fast. But definitely
13 state and spell your name then you may start.

14 MR. MENASE: Good morning. My name is
15 Henok Menase. It's spelled H-E-N-O-K, last name
16 M-E-N-A-S-E. This is just to actually, I came
17 representing a rideshare rental company.

18 But one of the issues that the taxi
19 cabs were speaking about kind of hit home because
20 I used to run a non-emergency medical
21 transportation company. I think, I want to ask
22 do any of your residents use Medicaid for their

1 transportation?

2 DIRECTOR CHRAPPAH: Yes. Most of our
3 D.C. residents are on the Medicaid program which
4 is managed by medical healthcare financed. There
5 is a Medicaid reimbursement process. We're
6 generally familiar with those programs.

7 MR. MENASE: Is there any possible way
8 to create a pathway for cab companies to turn
9 into or have an arm of non-emergency
10 transportation which will enable them to get
11 wheelchair trips that Medicaid does provide for
12 all of their members.

13 They have trips to go to doctor's
14 appointments, any kind of rehab, therapy,
15 dialysis. This would provide a way for cab
16 companies like yourself that have a steady stream
17 of revenue to come in from dialysis appointments
18 because these are three appointments a week.

19 That way you could sure up the kind of
20 business that you feel that you're not
21 generating. So is there any way that the DFHV
22 could create a path with the Department of Health

1 and Human Services to maybe have these
2 individuals create or get the calls to take them
3 to different appointments and that would create,
4 and that would also alleviate some of your issues
5 that you might have with the budget and how so
6 many people are using transportation to go to
7 medical appointments.

8 If they see that it's already provided
9 for them on one end it would sure up or would
10 alleviate some of the pressure from the other
11 side in my opinion.

12 DIRECTOR CHRAPPAH: Yes. We not only
13 looked into that we actually implemented a
14 program for that last year. Last fiscal year we
15 started the program, the pilot program on non-
16 emergency medical transportation that we
17 partnered with the Department of Healthcare
18 Finance.

19 So we are intimately familiar with not
20 only that market but also how services could be
21 provided and how it would expand economic
22 opportunities for drivers. What it really boils

1 down to it's for companies to step up and take
2 advantage of those economic opportunities.

3 It also boils down to drivers taking
4 the basic training on disability sensitivity and
5 also having their mind shift that instead of me
6 driving around eight, ten hours looking for
7 customers now I have to pay attention to what
8 this tells me. This is where I am and where I
9 need to go pick up the customer.

10 That is why we are really excited
11 about the digital economy training for drivers
12 because if someone needs to go to a medical
13 appointment and is going to come through the
14 Medicaid channel they are not going to be out on
15 the streets waving their hand come pick me up.
16 That is gone, you know.

17 MR. MENASE: Right.

18 DIRECTOR CHRAPPAH: So the investments
19 that we've made in the past in bringing new type
20 of business to the industry, the investments that
21 we'll continually make in helping people readjust
22 their thinking we think will position those who

1 want to make money to be successful.

2 There are some who don't want to make
3 money. All right, and that's okay. But the
4 opportunities will be there for people to compete
5 for it.

6 MR. MENASE: Great. Thank you so
7 much.

8 DIRECTOR CHRAPPAH: You're welcome.

9 CHAIRPERSON JOLLY: Thank you, Mr.
10 Menase. So there were no other questions? So
11 just in final summary I want thank each of you
12 all for coming out and taking your time to be
13 with us today.

14 I think you will see that what we're
15 moving toward is more of a dialogue here. And we
16 appreciate the people who come and testify
17 because they take time out of their schedule.

18 And in exchange we give them a
19 dialogue. And I just want to give some kudos to
20 the director because he's always willing to
21 dialogue with people who have either concerns,
22 complaints or suggestions or ideas.

1 And I think that's a good thing when
2 you have to come all the way over here for a
3 couple hours for our scheduled meetings. So at
4 this time it's 11:38 and this meeting is
5 adjourned. Thank you.

6 (Whereupon, the above-entitled matter
7 went off the record at 11:41 a.m.)
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C E R T I F I C A T E

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In the matter of: Advisory Council Meeting

Before: DCDFHV

Date: 10-18-17

Place: Washington, DC

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

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DEPARTMENT OF FOR-HIRE VEHICLES

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FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

THURSDAY
MARCH 22, 2018

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The Advisory Council met in Suite
3001, 2235 Shannon Place, SE, Washington, D.C.,
at 10:00 a.m., Linwood Jolly, Chairperson,
presiding.

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson
JASON ARVANITES, Commissioner
ERNEST CHRAPPAH, Director
ANTHONY THOMAS, Commissioner
DAWIT DAGNEW, Commissioner

STAFF PRESENT:

JUANDA MIXON, SECRETARY TO THE COUNCIL

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

2 10:20 a.m.

3 CHAIRPERSON JOLLY: Good morning. I'd
4 like to call to order the For-Hire Vehicle
5 Advisory Council meeting. Today is March 22, the
6 time is 10:20 a.m. We're at 2235 Shannon Place,
7 Southeast, in the hearing room, Suite 2032.

8 I'd like to welcome those of you who
9 came out this morning, thank you for coming out
10 in spite of inclement weather. We have a small
11 group today, so the meeting will probably proceed
12 very quickly.

13 At this time, let's have a moment of
14 silence for those who have departed us.

15 (Moment of silence.)

16 CHAIRPERSON JOLLY: Thank you. So as
17 I look out, I really don't see any of our drivers
18 that were scheduled to come and testify. We've
19 heard, you've heard from a few, I've heard from
20 some, and I believe the Director's heard from a
21 few. Most have challenges with weather or two-
22 hour school delays and they're home with

1 children.

2 So in light of that, we'll still move
3 through our scheduled agenda, but we'll do it,
4 and we'll take a little twist on this.

5 Yesterday, we had a closed executive
6 meeting. And for those of us who made the call,
7 I want to thank you guys for being on the call.
8 We had an opportunity to discuss in advance
9 today's topic and get some consensus amongst the
10 members here.

11 And I would ask probably at this time
12 if we just take a minute and let the director
13 give us his overview of what the Department of
14 For-Hire Vehicles is attempting to do with the
15 expansion of the Neighborhood Ride Service, so
16 that we can have it on the record.

17 DIRECTOR CHRAPPAH: Thank you,
18 Chairperson Jolly and my fellow members of the
19 For-Hire Vehicle Advisory Council. Welcome, good
20 to see you.

21 The Department is planning to expand
22 a service that is currently in place by taxicabs

1 to service what has been traditionally defined as
2 underserved areas. This service is called the
3 Neighborhood Ride Service, and in a nutshell, it
4 is a shuttle bus service. Carries less than
5 eight passengers and runs on a fixed route in
6 Wards 4, 7, and 8.

7 And what it does, it gives seniors,
8 people who for some reason cannot use the bus or
9 choose not to use the bus, or areas where bus
10 service is not as frequent as it needs to be, an
11 opportunity to get across town or get to certain
12 areas faster in a more convenient way.

13 And we've been running this program
14 not directly. We've been supporting the program
15 operations through a grant that we made a couple
16 of years ago, and the service launched back in
17 the fall of 2016.

18 Last year, we commissioned a review of
19 the program to identify what works, what can be
20 improved, in an environment where we have robust
21 transportation options, including our TNCs,
22 limousines, and traditional taxi service. During

1 that review, a couple of things came out.

2 One was that user satisfaction with
3 the Neighborhood Ride Service as it had been
4 ruled out was very high, 93% of the users said
5 they were very satisfied with the service.

6 One particular user, feeling maybe to
7 the Washington Post, Beth, I forget her last
8 name, she works at the Howard University Hospital
9 Center, if my facts are correct. And she uses
10 the service instead of having to walk at night
11 through an area that is dark where she did not
12 feel as safe, to help her get around.

13 And the other stories as well, they
14 are stories about seniors who use the service to
15 go as a group to do their grocery shopping.

16 And another thing we learned from the
17 review was that there are new transportation
18 deserts emerging in the city, where it is not
19 really about not having the income, but more
20 about the existing services, whether it's bus,
21 it's ride-sharing, it's Metro, it's not as
22 convenient for the user as it can be.

1 So based off those results, we are
2 planning on expanding the current Neighborhood
3 Ride Service in a way that leverages all the for-
4 hire service providers to the degree possible.
5 And the vision we have is to have a city-wide
6 service that is basically on demand.

7 So you're going to have minivans or
8 shuttles that run across the city, shared rides
9 by default. Not as expensive as a private ride,
10 but not completely free as well. And it will
11 have designated pickup points.

12 So think of companies that are no
13 longer in service, like the Bridge and the Split,
14 that were offering shared rides. And think of
15 companies like or services like Uber Pool, Lift
16 Line, Via, that provide shared rides.

17 So we will be doing something in
18 between so that residents and visitors will have
19 access to a shuttle service that is running on a
20 fixed route or a dynamically generated route that
21 is going different places across the city.

22 And to accomplish that, we will be

1 asking the public to weigh in, and we are also
2 asking drivers who want to participate in such a
3 service to raise your hands, and companies who
4 also want to support the delivery of such a
5 service to raise their hands as well.

6 Ultimately, we see the city having a
7 new network of for-hire vehicle types and
8 services so that we can have a better shot or a
9 fairer shot in reducing transportation barriers
10 that we are beginning to see emerge based upon
11 different conditions, whether it's lack of access
12 to a technology, or the cost involved, or the
13 challenges in not having a credit card. All
14 those issues we think we can have a good run at
15 in terms of trying to resolve them.

16 So that's sort of like the plan we
17 have for the Neighborhood Ride Service expansion.
18 And I want to sort of frame all of this as part
19 of a movement that is occurring, not just in DC,
20 but cities overall. And it borrows heavily from
21 lessons in maybe developing or less developed
22 countries where there is not a robust

1 transportation service.

2 So if you go to Tanzania, they have
3 something called the dala dala service. If you
4 go to Ghana, they have something called a tro
5 tro. And even in Israel, they have something
6 called sheruts. So these are basically minivans
7 that run on a fixed route, and it is almost never
8 a solo person that is in there, it is always a
9 shared ride. And it forms some type of a rapid
10 transportation network system.

11 So we are borrowing a page, really,
12 from the foreign world to help our residents and
13 our visitors move across the city with more
14 affordable options in a more convenient way. So
15 that's sort of like the plan we have for now.

16 CHAIRPERSON JOLLY: Okay, so let me
17 ask for any input. I'm actually going to start
18 at the far left.

19 MEMBER DAGNEW: Well, the only, it's
20 not an input, just clarification, how is that
21 individuals who are interested to join, what is
22 the process for individuals to join this system?

1 Do they have to apply for it? How to apply for
2 it? And where to apply for it? And when are we
3 going to start this process?

4 DIRECTOR CHRAPPAH: I assume you mean
5 the drivers, or competent drivers.

6 MEMBER DAGNEW: Yes.

7 DIRECTOR CHRAPPAH: Yes, for drivers
8 to apply for the service or to be a service
9 provider, we will have information available in
10 the Client Services Department as early as next
11 week. We have already published an
12 administrative issuance on our website that lays
13 out the parameters of the pilot program.

14 And what we anticipate happening over
15 the next couple of months is that we would also
16 provide additional information on the types of
17 our routes that will be ideal for the service
18 type, based off the research that we've done.

19 And then have people self-select. I
20 want to do this route, so if the hours for this
21 route's going to be morning rush hour, give me a
22 vehicle license, and that's what I'm going to do.

1 And then outside of those hours, I can go about
2 my regular duties as well. So that's how we see
3 this playing out.

4 But from a broader timeline, we see
5 ourselves being in a position to support the
6 launch of the service before the summer. We
7 currently have a grant application that is open
8 for people to apply to be micro-transit providers
9 one way or the other. So that grant application
10 expires, I believe June 29, so there's time.

11 So in a nutshell, if you are a drive
12 and you're paying attention or you are
13 interested, come to the Department's Client
14 Services area to get more information about how
15 to participate in the program. And once you make
16 the decision that this is a direction you want to
17 go, you will sign a program agreement and then
18 you'll make some investment on the vehicle aside.

19 We still have some grants that you can
20 apply as well. So the earlier you get in, the
21 better it will be for you to start up your
22 business.

1 MEMBER DAGNEW: What about is there
2 any limit as to how many drivers will work on
3 this for a pilot program?

4 DIRECTOR CHRAPPAH: That's a very good
5 question. We would consider having a limit on
6 the overall program. However, we are more
7 interested in looking at the number of active
8 drivers and the number of routes. So as long as
9 there is a marked need for routes, we will have
10 drivers of like self-select into it.

11 But based on our research so far, we
12 don't envision a scenario where there will be
13 more than 50 drivers. But things can change.
14 There's just not enough information we have right
15 now that will support more than 50 drivers. In
16 fact, it could be as few as just ten vehicles
17 running the service based off the route.

18 There's only one route that we have a
19 strong opinion on, but we want the rest to be
20 market-driven. We also want existing vehicles on
21 the road to actually participate in the service
22 so that we can increase their utilization,

1 increase their revenue miles, and also just
2 expand economic opportunity.

3 So if someone is thinking about
4 joining the program, I would say look around for
5 cars that may be sitting on lots, that are not
6 being used. It would be a super way to get into
7 the business, for you to assess what works best
8 for you. But on the global scale, based on what
9 we've seen so far, given the network of private
10 and public vehicles for hire that we have, we
11 just don't see a huge influx of vehicles.

12 MEMBER DAGNEW: Last but just to
13 touch, who is going to be responsible to market
14 this amongst the public, who will introduce this
15 resolution? Who does the marketing of
16 introductory for the neighborhood to be involved
17 in this process?

18 And the second thing is what kind of
19 app? Will we develop a new app, or are we going
20 to put this on currently existing apps?

21 DIRECTOR CHRAPPAH: I'll start with
22 the second one. And that's a very good question,

1 in terms of the app. And to clarify for the
2 record, we see micro-transit as a service that
3 you can access or tap into through an app or
4 through a telephone, or by standing at designated
5 pickup points. So we want to eliminate barriers
6 for people to have access to the service.

7 As far as the app, we are going to go
8 through a process to invite partners to provide
9 their apps. We don't see a need for the
10 Department to build an app for this pilot
11 service. In fact, we are pretty clear in that we
12 would not build an app for this service.

13 Yes, we have a digital platform that
14 sort of like provides APIs to come into the
15 system. We will provide technology for those who
16 are interested in integrating to do, but we would
17 not build an app for this service.

18 We actually think it will be more
19 helpful for existing apps that are out there to
20 help deliver this service. Because if that's a
21 number things becomes back to the marketing
22 piece, it increases our awareness to an installed

1 base. It also leverages what has worked well in
2 terms of consumer marketing for the apps that we
3 already regulate.

4 And third of all, it puts together a
5 framework where we are actually implementing a
6 cohesive service leveraging the assets that
7 already exist. At the same time, we have a grant
8 application process open. So anybody who
9 qualifies can apply to support the promotion of
10 the service as well.

11 What we've learned from the NRS is
12 that organic growth is definitely less expansive.
13 Marketing is nice, but the cost of acquiring a
14 customer for an app can be anywhere from \$60 to
15 \$80. That's a lot of rides that you could give.

16 So if we look at using taxpayers'
17 money to support the programs, the Department's
18 position would be no, we don't have to be the
19 only entity responsible for marketing. We would
20 rather invest our dollars in rides. Somebody
21 else who wants to market, they should do it,
22 because that's what business is about. Based on

1 profit, you deliver a service.

2 But we are focused on making sure that
3 every dollar we spend goes towards people getting
4 a ride. Because the problem we're trying to
5 solve is eliminate transportation barriers by the
6 year 2020.

7 MEMBER DAGNEW: Appreciate it, thank
8 you.

9 MEMBER ARVANITES: Thank you, Director
10 Chrappah, for the opportunity to comment on this.
11 You know, being the General Manager of Via, I can
12 speak on behalf of my company, not necessarily
13 all TNCs.

14 But I think that we firmly believe
15 that the future of any sort of major metropolitan
16 city is one where there's a complementary system
17 of public transit, but also for-hire vehicles
18 that emphasize shared rides in particular,
19 especially over single occupancy rides.

20 And so we are very excited to see the
21 Department of For-Hire Vehicles trying to find
22 innovative ways to foster solutions that push the

1 District of Columbia towards a future where we're
2 trying to get as many people in the vehicles that
3 already exist. I think that's really great, and
4 we are excited to see this roll out. Thank you.

5 MEMBER THOMAS: So thank you very
6 much. I also share the same vision with Jason.
7 As I driver, I drive currently with Lyft and
8 Uber, and for me, shared rides, they definitely
9 increase my earnings over, you know, a given day.
10 Because I'm filling up the seats, and for
11 example, with Uber, every additional person that
12 I pick up, I get an extra dollar.

13 So for earnings like I can have a line
14 that goes from say, Southeast to Georgetown, and
15 make \$35 in an hour, versus dropping one person
16 off and making five dollars, the next person,
17 five dollars. So we definitely see the need for,
18 you know, vehicles to fill all the seats.

19 I know that's a mission of Lyft, and
20 that's why they created Lyft Line, so that you
21 won't have all these cars where seats are empty.
22 So I'm definitely looking forward to how this

1 will serve neighborhoods, especially after rush
2 hour times.

3 If it's, you know, if the service can
4 run, you know, after nine o'clock when people are
5 trying to still get to work but it takes an hour,
6 hour and a half to take two busses, two trains.
7 And you know, I see this as a very cost-effective
8 and efficient way, yeah.

9 CHAIRPERSON JOLLY: Okay, thank you.
10 So two points came out of our discussion
11 yesterday, I just wanted to get them on the
12 record as well.

13 One is, I think, Jason, you had
14 touched on this. There is a lot of opportunity
15 for collaboration by doing this. And we did
16 touch slightly on potential collaboration between
17 companies like Uber, Lyft, Via, with taxi
18 companies as well. And that was one point, and I
19 thought that was very interesting, and we had
20 great discussion on that.

21 The other point is that we want to,
22 this is not being done as a way of taking

1 business away from taxis, but, and Dawit, you had
2 a lot of discussion on that. But we came to the
3 agreement that, you know, this was actually added
4 business, but to active taxis, versus a call to
5 say hey, go get a car, or.

6 But then there is a, I guess, a second
7 phase that's, based on how well this grows, there
8 might be the opportunity for, and this is more
9 business-generated, to say hey, maybe I do get a
10 minivan and try to participate in that. So I
11 just wanted to get that on the record. And if
12 you had any more comments on that clarify what I
13 just said.

14 DIRECTOR CHRAPPAH: Yeah, I mean the
15 idea is to fill up existing empty seats. At any
16 given point in time, there are cars circling
17 around, looking for passengers. We know that.
18 And we also know there are passengers looking for
19 a ride. Some, the barrier is cost. Some, it's
20 technology. Some, it's mobility. I mean, it
21 varies across the city.

22 So with this pilot, the focus would be

1 on filling up the empty seats with respect to
2 active vehicles, and how people make that
3 business assessment.

4 If I have, for example, a Camry, I can
5 only take four people. But maybe if they really
6 want to be comfortable, three, you know. So if
7 this part of my business is growing, then maybe
8 I'll move up to a minivan, where I can carry a
9 little bit more.

10 Or, I'll move to a Shadow and have
11 some part of it converted so it can support
12 bigger wheelchairs, because there are mobility
13 challenges that some of our residents face. But
14 what I've done operates on the idea that build,
15 they will come. We want to adopt the approach of
16 experimenting, tinkering, fine-tuning, so that
17 people can get a high return on the investment
18 they make.

19 And for the government, we want to
20 make sure that any subsidies or any financial
21 contribution that we make, a lot of the money
22 goes towards reducing the cost of the ride for

1 our residents. So there will be ample
2 opportunity to figure out what the perfect model
3 is going to be, but out of the gate, we'll be
4 looking to make sure that existing vehicles are
5 utilized to the degree possible.

6 And if there's a need to branch out,
7 we will have some quantitative limits on the
8 number of new cars or new drivers, so to speak,
9 who can participate. That's the whole purpose of
10 the pilot, it has to be a controlled environment.

11 MEMBER DAGNEW: Let me just get back
12 there. What about, I don't know if you've seen
13 in the past year or so, there's a lot of taxi
14 drivers returning their tags.

15 DIRECTOR CHRAPPAH: Yeah.

16 MEMBER DAGNEW: They couldn't compete
17 no more or probably they just want to give up.
18 Now, what about if we, and you know, those
19 drivers want to stay with their old cars. Can we
20 consider that X service we in the past discussed,
21 as opposed to my new taxi, those who are
22 returning a tag can get a private tag, own cars,

1 can they participate?

2 DIRECTOR CHRAPPAH: Yeah, definitely,
3 we see that as one pathway, where somebody gets
4 sort of like their private vehicle and they want
5 to participate in the micro-transit program.
6 That is where it'll become critical to have app
7 partners who are already being regulated, so that
8 the trip is dispatched appropriately to that
9 private vehicle.

10 So we see this really as an
11 opportunity to not only solve transportation
12 barriers for our residents, but also give drivers
13 another, a pathway to owning their own business,
14 where you don't necessarily have to invest in a
15 taxi vehicle to be the for-hire business.

16 Sure, if private vehicle is your
17 thing, more power to you. You don't have to
18 paint, you don't have to get a cruising light,
19 you can take the same vehicle to church, you can
20 take the same vehicle to the mosque, you can take
21 the same vehicle to work.

22 So we're going to encourage fluidity

1 between vehicle classes. And want to make sure
2 that we, again, do that in the context of a pilot
3 so that we learn. Because there are some things
4 you would not be able to figure out until you
5 actually put sort of like the service on the
6 road. So thank you for bringing it up, and that
7 is definitely one way for drivers to get back
8 into the game.

9 MEMBER DAGNEW: Thank you.

10 CHAIRPERSON JOLLY: So at this point,
11 we're at the public comment section, and I'll
12 just ask for the record, is there anybody here
13 that wishes to make a public comment on this
14 discussion today? I don't see any hands. So I
15 will say no. Ms. Mixon, Director, you don't see
16 any hands, correct?

17 SECRETARY MIXON: Correct.

18 CHAIRPERSON JOLLY: Okay. So that
19 being said, just finally, just want to thank
20 everybody once again for coming out. Thank all
21 of the drivers for coming out, and thank the
22 Director for his leadership here. We appreciate

1 working with you, and we look to continue our
2 relationship. This meeting is adjourned.

3 (Whereupon, the above-entitled matter
4 went off the record at 10:44 a.m.)

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C E R T I F I C A T E

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In the matter of: Advisory Council Meeting

Before: DC DFHV

Date: 03-22-18

Place: Washington, DC

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GOVERNMENT OF the DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

THURSDAY,
JUNE 21, 2018

+ + + + +

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

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson

ERNEST CHRAPPAH, Director

JEFFREY SCHAEFFER

DOTTI LOVE WADE

DAWIT DAGNEW

STAFF PRESENT:

JUANDA MIXON, Secretary to the Council

P R O C E E D I N G S

(10:19 a.m.)

CHAIRPERSON JOLLY: Good morning. The time is 10:19. This is the For-Hire Vehicle Advisory Council meeting. We are at 2235 Shannon Place, Southeast, in hearing room 2032.

(I. Call to Order)

CHAIRPERSON JOLLY: I would like to now call this meeting to order with a moment of silence for those who are not here anymore.

(II. Moment of Silence)

CHAIRPERSON JOLLY: Thank you.

(III. Preliminary Matters)

CHAIRPERSON JOLLY: Ms. Mixon, would you please take the roll?

MS. MIXON: Jason Arvanites?

(No response.)

MS. MIXON: Ernest Chrappah?

MR. CHRAPPAH: Present.

MS. MIXON: Dagneu, Dawit?

MR. DAGNEW: Present.

MS. MIXON: Elliott Ferguson?

1 (No response.)

2 MS. MIXON: Erik Moses?

3 (No response.)

4 MS. MIXON: Evian Patterson?

5 (No response.)

6 MS. MIXON: Jeffrey Schaeffer?

7 MR. SCHAEFFER: Present.

8 MS. MIXON: Anthony Thomas?

9 (No response.)

10 MS. MIXON: Dotti Wade?

11 (No response.)

12 MS. MIXON: Anthony Wash?

13 (No response.)

14 MS. MIXON: Linwood Jolly?

15 CHAIRPERSON JOLLY: Present. And, for

16 the record, Dotti Wade just walked in.

17 MS. MIXON: Okay. And I will go back

18 through the roll call.

19 Dotti Love Wade?

20 MS. WADE: Present.

21 MS. MIXON: So, Chair Jolly, we have

22 five present.

1 CHAIRPERSON JOLLY: Okay. Thank you.
2 Good morning. And I would like to
3 thank everybody for coming out today.

4 (IV. Action Items)

5 CHAIRPERSON JOLLY: Today's title --
6 well, today's agenda is "Streamlining and
7 Innovation for Title 31." This has been
8 something that has been discussed for at least
9 the three to four years that I have been involved
10 previously with the Taxicab Commission and now
11 with the Department of For-Hire Vehicles.

12 We do have some people coming to
13 testify, and they are not here. One is here, but
14 I think there may be one other coming. I wanted
15 to take advantage of the opportunity today since
16 we are small in numbers in terms of those
17 testifying to just get a snapshot of where we
18 have been and what we as advisors hope to
19 achieve. We had a great call yesterday, but we
20 also had the benefit of people that have been
21 involved with this issue much longer than myself.

22 So what I would like to do is just

1 start on my left. And I am going to ask Jeff
2 Schaeffer to kick this off because he has been
3 involved in this for a while. And, Jeff, you
4 know, just give us a couple -- well, give us an
5 overview of how you see opportunities for us to
6 really streamline Title 31 and how you see it
7 benefitting the industry.

8 And then I would like to ask my other
9 advisors to chime in. And then I would like to
10 finally close up with a wrap-up from Director
11 Chrappah, who always does a good job of bringing
12 this thing home.

13 So let's start with you.

14 MR. SCHAEFFER: Thank you very much.

15 I think that is a great opportunity to
16 revise Title 31. Taxis have been overregulated.
17 There is a lot of rules that are archaic and
18 really don't make any sense at this stage. You
19 know, we have had dynamic pricing to be a little
20 competitive, shared riding, but we need to do
21 more in Title 31. So I have asked the taxi
22 operators through DCTOA to come in and present.

1 Some of the things they discussed was maybe
2 having the age limitation 10 years, instead of 8;
3 possibly extending the face card for the drivers
4 to 3 years. They talked a lot about staying at
5 the 12 percent wheelchair accessibility. But
6 there has got to be more that we can do just to
7 decrease expenses and increase ridership and
8 attempt to make taxis relevant.

9 Anthony Dash should be here in a
10 minute. He will give a presentation at the end
11 for DCTOA.

12 CHAIRPERSON JOLLY: Ms. Wade, do you
13 want to slide down? You had some good comments
14 speaking on our call, too. I am just interested
15 in hearing your perspective on where you see this
16 going.

17 MS. WADE: Good morning, all. As I
18 looked at the -- well, at first, as I have been a
19 part of the Taxi Commission, who worked very
20 diligently to address the fines issues, the
21 technology issues, even as we did that, we knew
22 that it was piecemeal at the best to at least

1 address the immediate concerns. So the rewrite
2 of 31 would absolutely make all of the users, all
3 of the stakeholders, especially our drivers, make
4 operating their business so much easier and more
5 effective and more community-oriented. When I
6 come, I look from the perspective of the
7 community, not only the user but the impact that
8 the taxis and the other for-hire vehicles have on
9 our neighborhoods, on our commercial areas, on
10 traffic in general.

11 So as we look at these titles, the
12 revisions to these titles, we are going to be
13 looking at ways to help the community as well as
14 help the drivers. So we are looking in that
15 direction because voices are almost screaming at
16 us now about the proliferation of Ubers and
17 vehicles for hire, all of them, taxis included,
18 who idle in front of major hotels and shopping
19 districts outside of the taxi stands.

20 So we are looking at a number of
21 issues, but, most especially, we are looking to
22 help you, the drivers, have a better experience

1 across the board.

2 CHAIRPERSON JOLLY: Thank you.

3 And I will just share from my
4 perspective, I have spoken to a lot of taxi
5 drivers over the last few months about this. And
6 some, a majority of them, were independent
7 drivers. Some rented with some of the bigger
8 companies. I think, in general, all of them are
9 interested in, one, bringing the cost of business
10 down. And, Jeff, you mentioned that, but I think
11 there is also a balance with bringing the cost of
12 business down and some kind of innovation to
13 still make it worthwhile to drive a taxi.

14 I do notice that a lot of drivers that
15 I talk to are concerned about the aging of
16 vehicles, as you mentioned, Jeff, and they are
17 concerned about renewing face cards every two
18 years. But I think overall they are just
19 concerned about the owners' process on taxi
20 drivers to even -- even if we were to extend face
21 card renewal to three years, all of the other
22 steps they have to go through, they still have to

1 go to MPD and get a background check. You know,
2 there are a lot of different places that they
3 have to go to gather the information.

4 And, you know, part of looking at
5 innovation is, you know, how do we even
6 streamline some of those activities even more,
7 but there still is a balance there because the
8 Department of For-Hire Vehicles still needs that
9 information. And it is critical for a regulated
10 industry like taxis. But overall, I would say
11 that it just presents us a great opportunity to
12 revisit. I think the -- Title 31 is how many
13 hundred pages right now?

14 MS. WADE: Two. It was four.

15 CHAIRPERSON JOLLY: It was four. Down
16 to two? Boy, if we could get it down to, you
17 know -- somebody told me -- and I am not going to
18 name the company, but it is one of the other
19 companies. Theirs is like five pages.

20 Anyway, Advisor Dawit and then --

21 MR. DAGNEW: Good morning. This is a
22 very interesting issue. I mean, the last time

1 when this Title 31 was visited was when, in fact,
2 it was a commission, Taxicab Commission.

3 CHAIRPERSON JOLLY: Move your
4 microphone.

5 MR. DAGNEW: Oh, sorry. So since we
6 have been For-Hire, now it is a lot of outdated
7 rules in this 31. We want them all to remove.
8 For example, I was just mentioning the other day
9 for the chairman seat covers, cat seat covers.
10 That needs to be removed. We are not having that
11 for 1991 vehicles anymore.

12 So the other thing is residential
13 restrictions. Some people have to only live in
14 immediate metro area to drive in D.C. when, in
15 fact, Uber users can come from Delaware. In
16 fact, I have a gentleman here to testify for that
17 particular reason, been driving a taxi for 40
18 years. He lives outside of the metro area. And
19 he still cannot renew his face. And he has to
20 restrict it to live in metro area. So that gives
21 us one more thing to remove some restrictions or
22 outdated rules to be removed from the face

1 renewal things.

2 The other thing is, what are we
3 limiting regulations only for taxis, which is
4 only 6 percent in the industry? Why don't we
5 regulate everybody if we have to regulate? It is
6 a lot of regulations. This is a competition.
7 Only consider taxi a uniform division of for-hire
8 vehicle. So if we have to regulate, we have to
9 regulate everybody. And if there need to be
10 added regulations, they need to be added. If
11 there are some to be removed, we have to remove
12 them. Thank you.

13 MR. CHRAPPAH: Thank you, Advisor
14 Dawit.

15 When it comes to the subject of Title
16 31 rewrite, revision, or streamlining for
17 innovation, I feel quite strongly about that
18 subject. If you look at the last 10 years and
19 you focus on the last 3 years, in particular, it
20 is clear that the way people move around has
21 changed. We call it the evolution of the ride.
22 We have gone from just having a few thousand for-

1 hire vehicles to now more than 100,000 for-hire
2 vehicles, all the way up to 180,000 vehicles.
3 What the real number is, nobody really knows for
4 sure because of data-sharing issues. But what is
5 clear is that we have increased congestion on the
6 roads because there are a lot of cars on there.

7 What is also clear with the evolution
8 of the ride is that consumers have a lot more
9 options today, whether it is a cab, a limo, Uber,
10 Lyft, Via, a bike, dockless, or a scooter. There
11 are a lot more ways people can move around a
12 city. Yet, we have thousands of residents who
13 are not able to participate in the for-hire
14 ecosystem the way they would like to because of
15 transportation barriers. Some is directly
16 related to income. Some is directly related to a
17 disability. Some is directly related to not
18 having a smartphone or a credit card or a bank
19 account. And as a city that is booming, we have
20 to do something about it.

21 And within our purview is for-hire
22 vehicles. So it presents an opportunity for us

1 to leverage what we have to help solve challenges
2 that big cities face. And this is not an
3 exception.

4 What we have been successful in doing
5 is reducing the operating costs for drivers
6 through the digital platform, the DTS. We have
7 also been successful in creating pilot
8 transportation programs to make the journey more
9 accessible and affordable for people. Some of
10 these programs you know intimately well, whether
11 that is Transport DC for people with disabilities
12 or nonemergency medical transportation or rides
13 so veterans could get to employment or medical
14 centers or even neighborhood drive service,
15 medical transit programs for seniors and elderly.

16 But we have to do more, and we have to
17 take direct aim at what one could argue ties our
18 hands behind our back. And that is the nature of
19 how Title 31 is written to conform with laws that
20 have been passed by City Council.

21 So as we look at streamlining Title
22 31, I think we should look at it in terms of a

1 blank slate. Our first step was to condense it
2 and make it transparent and available for the
3 public to comment on. While the public
4 formulates their ideas and proposals, we should
5 also be thinking about basically taking like a
6 sledgehammer to the whole infrastructure and
7 think about the future of the driver. The future
8 of the driver is a driver who is certified once
9 or licensed once by the department and they can
10 move between a cab, a private vehicle, a
11 limousine. It shouldn't matter. Consumers don't
12 care too much how many certifications a
13 particular driver has. They just want a safe and
14 affordable ride. So we should have that in the
15 back of our head.

16 We should also be thinking about the
17 company structure. As a for-hire vehicle
18 company, you should not be restricted to one
19 channel. If a company wants to get into the
20 private business, the public for-hire business,
21 the regulatory structure should accommodate and
22 encourage that so that we have meaningful

1 competition. And when it comes to the rider, we
2 should be thinking about consumer protection
3 first and make that paramount so that if I take a
4 ride in a private vehicle and I have a complaint,
5 I should be able to talk to somebody about it.
6 If I take a ride in a public for-hire vehicle, a
7 cab, or a limo and it is not resolved to my
8 satisfaction by the company, I should be able to
9 go above the company to the regulator to address
10 the concerns. That is the framework that I think
11 will put us in a position where our regulations
12 can adapt and bendable and responsive to market
13 conditions, rather than always playing catch-up.

14 And I am definitely excited to be
15 working with you all and the industry at large to
16 help move the city forth.

17 CHAIRPERSON JOLLY: Okay. All right.
18 Thank you.

19 So, Ms. Nixon, we are now at the
20 public comment period. And you can call our
21 witnesses here to testify. I know we don't have
22 anybody signed in, but, you know, since we are

1 few in numbers, we can take a little time and
2 have a back-and-forth dialogue. So you can start
3 with the first person.

4 MS. MIXON: Okay, sir. I see your
5 hand raised. If you can approach the podium,
6 please? If you would write your name and sign
7 in? Then also, if you would say and spell your
8 name for the Court Reporter? And then you may
9 start.

10 (V. Public Comment Period)

11 MR. BARAH: Yes, ma'am. My name is
12 Zackarias Barah. I have been driving taxi almost
13 about 40 years, 37 years, since 1979. This is
14 the worst time that we have a taxicab as a
15 taxicab industry. And everybody is quitting
16 driving cab. So many people are quitting because
17 they cannot go forward. They cannot even afford
18 to pay their rent or anything. So we are in big
19 trouble.

20 The taxicab industry is falling apart.
21 We cannot just say it is doing good, it is doing
22 better. No. The taxicab industry is falling

1 apart. And soon I think we will see everybody
2 will be gone because there is nothing he can do.
3 We are not helping him. And I don't know what
4 the industry -- what the hack office is doing to
5 help us, but it is falling apart. Trust me. I
6 have been doing this for a long time. This is
7 threatening my life. I cannot make any more
8 living. That is why I came here today to testify
9 and if anybody can hear me.

10 So let's start with our income has
11 been reduced 75 percent of our income. Seventy-
12 five percent of our income is gone. We cannot
13 work. Lined up in the hotel, 75 percent of the
14 public would telephone. We are there lined up,
15 10, 5 cabs. They don't give a damn. So we are
16 in trouble.

17 And at the same time, the app is
18 there. It is there. You can see it, but it is
19 not working. Why? It could have helped us a lot
20 if the app was working. When we worked the
21 residential neighborhood, they could have called
22 us on an app, and we could have earned some

1 money. But the app doesn't function. You gave
2 them certain cab companies to do it, and they are
3 not doing it. So the hack office should have
4 taken that apart, taken that. And they have to
5 take that responsibility, I guess. Otherwise,
6 what do they use? I can see everything is there,
7 but it is not functioning. It could have helped
8 us a lot. So this is one, number two.

9 Number three, the \$200-\$250 tax
10 imposed on us, this is a lot of money because the
11 cab companies, the cab drivers, they are not
12 making any money. We have to pay \$250 tax. And
13 at the same time, we have to pay \$1 because we
14 live outside the city. I don't know whether this
15 as a law, it is lawful because if you live
16 outside in Virginia, you are working in D.C., so
17 you have to pay \$100? I don't know if it helps
18 anyone if we go to court.

19 So many people, they work for the
20 District of Columbia, they live outside the city.
21 But they don't get charged anything more than or
22 they have less opportunities in the city. But

1 because we live in Maryland and Virginia, we have
2 to pay \$100 more. And we cannot own any taxicab
3 because we live outside Maryland and Virginia.
4 But they also live in the city. They can own a
5 taxicab, another taxicab. Why is this lawful? I
6 don't think it is lawful.

7 So these are some of them. And
8 restricted about the residence, where you live,
9 the so-called metropolitan area, it was done in
10 the 1940s and 1930s. And they have never looked
11 at it. Nobody has looked at it. This is like
12 Prince George's or Montgomery County in this
13 neighborhood. If you don't live in that
14 neighborhood, you cannot drive taxi in D.C. Why
15 is this law there? You can live anywhere in DMV,
16 and you can drive here. Why is this law they
17 have never visited? So some of us, it is very
18 hard to live outside the metropolitan area. If
19 you live outside the metropolitan area, you
20 cannot drive here. And you make a living for
21 seven years in taxicab here, and there is no
22 other job you can do, especially at my age, once

1 you get to my age. Nobody will have me.

2 So this law should be -- I was
3 expecting you guys to bring the Title 31 here and
4 to give it to us so we could have that, some of
5 them, because we can hardly remember it, the
6 Title 31, because it is a lot of laws. So this
7 one has to be looked at, 1940s, 1930s law. I
8 think it is a fairly old law.

9 Loitering tickets. Loitering tickets.
10 We used to get 25, loitering. Now we could get
11 \$25. You get next 50. You get next 100. You
12 get next 200. Why is this law like that? It is
13 lawful to be doubled and tripled? And so
14 whenever somebody gave you loitering, you get
15 \$200. If you don't pay it in a few days, \$400.
16 This is a burden on the taxicab. Why do we do
17 this?

18 We had given the hack office 25 cents
19 every 3. And I think we had given a lot of money
20 to the hack office. And I don't think overall
21 given this much money to you, but we are giving
22 the hack office a lot of money, about 25 cents.

1 And because of that, I think I can see a lot of
2 hack officers hired every year.

3 At the same time, the hacker license
4 renewal used to be less money. It used to be \$50
5 or \$75. I don't remember. But now we have to
6 pay \$250 for this hack license, to renew it. Why
7 is it so much money and with a stamp for the --
8 just to put the stamp for the renewal of tag.
9 You charge us \$50. What for? Just to put the
10 stamp, we get a \$50 charge? Is this real? Why
11 is that imposed, \$50, just to put the stamp? I
12 mean, we didn't say a word because you told us to
13 give, to pay, and we pay for the stamp, just
14 that, \$50. For what?

15 CHAIRPERSON JOLLY: So I have got
16 about six concerns. Do you have a few more
17 because then I want to get into some dialogue so
18 we could get some answers on a few of these
19 things?

20 MR. BARAH: I am almost finished. I
21 am almost finished.

22 CHAIRPERSON JOLLY: Okay.

1 MR. BARAH: Almost finished. Almost
2 finished.

3 You raised a good question about the
4 year of the cars.

5 CHAIRPERSON JOLLY: The aging of the
6 vehicles.

7 MR. BARAH: Revisited. And I have a
8 MetroAccess. I think I talked to -- your name
9 again? Mr. --

10 PARTICIPANT: The director?

11 MR. BARAH: Yes. When he was here
12 before, when he was assisting, we talked to him
13 about MetroAccess. The handicapped vehicles in
14 D.C. that we have, the taxicab, we should have
15 some business from the MetroAccess. If we have
16 some portion of that, we could have made a lot of
17 money. And a lot of cab drivers would have
18 bought that handicapped vehicle. So he promised
19 us at that time he will talk to that and he might
20 do it, but it never happened.

21 So I thank you for listening to me.

22 CHAIRPERSON JOLLY: Okay. So thank

1 you. So, look, I think at this point, I have got
2 about eight concerns that you voiced. A lot of
3 them have been dealt with before. But let me
4 have the director just respond to you because a
5 lot of what you have said, I know more than about
6 half of them, have been dealt with. So let me
7 let him give you a quick update on a lot of that.

8 MR. CHRAPPAH: Thank you, really, for
9 taking the time to share how you feel about the
10 industry. The sentiment you raised is not
11 foreign to us, and we have heard that from
12 different drivers at different points in time.
13 And we have addressed it. However, what keeps
14 coming up is, at least what I am seeing is, a
15 lack of information. And we will do everything
16 we can through public meetings of this nature to
17 point people in the right direction.

18 Let's start with the Title 31. Title
19 31 is available online. If you go to our
20 website, you click on "Drivers and Companies" or
21 there is a "Search" box. Just type "Title 31."
22 It will come up, and you will see all of the

1 content. The proposed regulation or the notice
2 of proposed regulation is also on our website for
3 printing. If that doesn't work, you could stop
4 by our Client Services Center, and they will do
5 their best to give you extracts of it or give you
6 the link directly so that you could print it on
7 your own.

8 You mentioned that the drivers give
9 the department 25 cents. No, they don't.
10 Passengers pay 25 cents per trip. In fact,
11 drivers get 25 cents added to the flag drop, and
12 it has been there since taxis went through the
13 modernization process, so drivers having
14 collected 25 cents extra into their pocket to
15 help them adapt to change. So that is something
16 that we want to be very factual about.

17 When it comes to the revenue
18 contribution, private sedans and black cars
19 contribute way more than taxis to the consumer
20 service fund. So, for example, in fiscal year
21 '17, private sedans contributed about \$4.53
22 million and taxis only \$3.1. That trend will

1 continue based on the volume of rise that we have
2 seen. So from a pure revenue-generation
3 standpoint, the private sedan businesses and
4 black cars or, as people call it, ride-sharing
5 companies, or TNCs, out-contribute taxis. And
6 that is indicative of the decline in the taxi
7 industry.

8 When it comes to MetroAccess business,
9 the opportunity is available for any driver who
10 will complete disability-sensitivity training and
11 how to assist passengers in a wheelchair. We
12 provide disability-sensitivity training at no
13 cost to any licensed driver. It is online. And,
14 in fact, it will be a required course for a
15 driver to renew their face ID.

16 If you are interested in participating
17 in the para-transit business, we have providers
18 who are certified that will send dispatch or
19 trips to drivers. And if you need help in that,
20 you can contact our Client Services, and they
21 will put you in touch with any of the companies
22 so that you can get that volume of business. We

1 do roughly about \$4 million in business for that.
2 So for drivers who want to earn money, here is an
3 opportunity.

4 And that is not the only opportunity
5 that is available. There are opportunities for
6 drivers to take veterans to doctors'
7 appointments, employment locations for a fee that
8 is not -- sorry. When I say, "a fee," I mean for
9 a revenue opportunity, that is not something to
10 turn a blind eye on. It is quite significant.

11 You had also talked about tickets and
12 why do tickets double or something like that. We
13 adopted a warning-first enforcement policy for
14 issues that are not major. As a result of that
15 policy, the number of tickets that have been
16 issued has dramatically declined. And the
17 statistics are available on our website.

18 Loitering is a problem for the city in
19 general, not only for the environment because,
20 you know, you have like greenhouse gas emissions
21 but also the flow of traffic. So our position on
22 loitering is that we will give you a verbal

1 warning. We will give you a written warning. So
2 that is two strikes. The third time, then, we
3 will give you the ticket that is applicable. If
4 you violate it continuously, which would mean
5 like the fourth time, of course, the ticket has
6 to double because it means the message is not
7 getting there. So that is why you see cases
8 where the ticket for loitering doubles. It
9 doubles for people who have had multiple cracks
10 at the apple and they still don't change their
11 behavior.

12 MS. WADE: Excuse me. May I interrupt
13 on that one?

14 MR. CHRAPPAH: Yes, sure.

15 MS. WADE: Again, speaking on behalf
16 of our community -- I am going to hope I can
17 speak loud enough for you to hear.

18 I have been with the Metropolitan
19 Police Department as well as this vehicle for-
20 hire. The Metropolitan Police Department has a
21 zero tolerance for loitering. While this body
22 may give you a warning and a ticket, MPD will

1 give you a ticket. And a repeat will get you a
2 double citation. So I am just warning you that
3 this idling of vehicles is so severe that MPD is
4 looking to take severe action. And I would just
5 admonish all of the people who do -- I understand
6 the competitive nature of the for-hire vehicles
7 industry. I absolutely see it, know it
8 firsthand, but I am telling you the impact it is
9 having on businesses and communities and the
10 environment is significant. So if you complain
11 about a ticket doubling after a warning or two,
12 MPD will be watching, and they will absolutely
13 ticket you and run you away and look out for you
14 to return for a stricter enforcement.

15 I am just putting that you because,
16 having met with them, I know this is their zero-
17 tolerance policy. And it is my responsibility as
18 an advisor to this body to make this body aware
19 and to make the public aware and our stakeholders
20 aware that this is a major issue. And I am glad
21 you did bring that up because it gave me the
22 opportunity to address that very serious issue.

1 So this body uses deterrence, but the
2 city does not. Okay? Thank you.

3 MR. DAGNEW: Could I add a little bit
4 on this question? You can address it more. Any
5 idea or any plan to increase the taxi lines
6 across the city, now we have -- most of the time,
7 we have -- public buildings we don't have.
8 Hotels are the most we have. So is there any
9 plan for museums to add taxi lines around
10 museums, shops, and so on?

11 MR. CHRAPPAH: Yes. And I am going to
12 address Dawit's question. And I will continue
13 addressing the points you raised.

14 When it comes to taxi lines, we are
15 taking a holistic approach working with the
16 District Department of Transportation to steady
17 pickup and drop-off areas, trips that are done by
18 taxis, trips that are done by other for-hire
19 vehicles so that we can rationalize where the
20 stands will be.

21 So currently additional stands have
22 been deployed. They are working on a list of

1 about 155. And once it is completed, we are
2 going to post it on our website.

3 We are also engaging with private
4 sector partners, like Union Station, and private
5 property owners so that they can make reasonable
6 accommodations within their properties for for-
7 hire vehicles. We think that would not only
8 improve the flow of people from one point of the
9 city to another point of the city but would also
10 provide respite for drivers when they get tired.
11 So that is something that we are quite excited
12 about.

13 Coming back to some of the issues the
14 gentleman raised earlier. One particular point
15 which I would like to address as per the Title 31
16 rewrite is the domicile requirements. To give
17 you some background, it comes from the law. And
18 our regulations conform to it. There is
19 something called MSA, which means a multi-state
20 area: D.C., Maryland, Virginia. And the
21 boundaries of where drivers can live if they want
22 to work in the taxi industry has been defined in

1 that.

2 However, if we move to an environment
3 where a driver gets licensed to drive a private
4 car, a taxi, a limousine, that would raise an
5 opportunity for those who want to live a little
6 bit further out and still work in the city to be
7 able to do that. However, today there is a
8 solution in place. But I think people just
9 ignore it or, for some reason, they are just not
10 attracted to it. We have something called the
11 independent vehicle business registration or
12 license. That will basically allow you to own
13 your own vehicle.

14 There are a few drivers who have gone
15 through that process. They work with our Client
16 Services Center. The manager, Kim Davis, is
17 sitting right there. She can tell you all about
18 it.

19 So if you live somewhere and you are
20 a cab driver and you want to own your own
21 business, there is absolutely no reason why you
22 shouldn't go through the process. Again, lack of

1 information, lack of interest, or a combination
2 of the two.

3 Paying \$100 for out-of-state, sure.
4 I mean, governments have a cost of serving the
5 public. And they can charge reasonable fees for
6 that. So while I am sympathetic to the decline
7 in the taxi industry, I also see the need for
8 government to recoup its costs for doing
9 business. And that is reflected in a policy of
10 charging \$50 for client service representatives
11 to review documents that some people submit
12 fraudulently, to review applications, to coach
13 drivers, and to spend time with them in going
14 through the application process, and for us to
15 maintain computer systems. That puts all of that
16 together.

17 So it is not \$50 to get a stamp. If
18 it is \$50 to get a stamp, we wouldn't even ask
19 you to come here in the first place. So we have
20 to sort of like, you know, call a spade a spade
21 in that vein.

22 However, we have also rolled out

1 online applications to reduce our cost of doing
2 business, make it easier for drivers and
3 companies to transact with us. So I would
4 encourage you to take a look at the online portal
5 so that you don't even have to show up here. I
6 think there is an opportunity cost for you to
7 come here. That is basically a fare that you
8 have probably missed on. As much as we love the
9 driver community, we would rather they go online
10 to transact with us and come here for complex
11 transactions. So when it comes to vehicle
12 renewals, I see no reason why people would not go
13 online.

14 And, finally, the idea of the
15 department taking over the app, we have been down
16 that road. And we have been very clear from a
17 policy standpoint that we will not compete with
18 people we regulate. However, we will provide
19 software to make it easier for drivers to get
20 dispatch or trips as long as the payment goes
21 through somebody else, instead of us. So if you
22 still feel strongly about the department taking

1 over the app, I think we can spend some time
2 outside of this forum to discuss actions that
3 would help achieve the same objective without the
4 department formally managing a dispatch app
5 because there are so many of them out there.
6 There is Uber Taxi. There is Genesis Impact.
7 There is Yellow App. There are so many of them
8 out there. There are so many apps. So the
9 department managing an app is not a winning
10 strategy. However, the department is very
11 interested in ensuring that drivers who are out
12 there on digital meters will have an opportunity
13 to receive dispatch requests and hails on their
14 meters.

15 CHAIRPERSON JOLLY: Mr. Zackarias,
16 thank you for coming. And we appreciate you
17 being part of today's testimony.

18 Ms. Nixon, you can call the next
19 person to testify.

20 MS. MIXON: Okay. Do we have another
21 person who would like to testify? Please raise
22 your hand. All right, sir. And, again, if you

1 could put your name down and sign? Then right
2 before you speak, say your name and spell it for
3 the Court Reporter?

4 MR. DASH: Good morning, everyone. My
5 name is Anthony Dash. It is A-n-t-h-o-n-y D-a-s-
6 h.

7 I currently have the pleasure of
8 chairing the DCTOA. We represent a large
9 majority of taxicab companies. This level of
10 participation is unique. And we are passionate
11 about the issues which affect drivers; companies;
12 the public; and, of course, government.

13 I was happy to have the chance to
14 speak to you today about five key issues. They
15 are WAV compliance; 10 years for taxicabs; 3
16 years for face IDs, instead of two; 4, to develop
17 a meaningful and robust working group to create a
18 master plan, if you will; and, lastly, what can
19 we do for you.

20 So on WAV compliance going to 20
21 percent, as you all know, D.C. has a mandate to
22 go from 12 percent WAV compliance to 20 by year's

1 end. Now, speaking with many stakeholders and
2 decision-makers, I understand the Council, DFHV,
3 City Council all support keeping WAV compliance
4 to 12 percent, which means amending legislation.
5 We have spoken directly with City Council. We
6 have petitioned and wrote countless letters.
7 Sadly, we have no results as of today. We humbly
8 ask you, the Advisory Council, to assist our
9 group with achieving a stay at 12 percent.

10 Second is 10 years for taxicabs.
11 Again, as everyone probably knows by now, DFHV
12 has set a limit at of 10 years for private for-
13 hire vehicles and 7 for taxis. Based on previous
14 stats, taxi represents about 5 percent of the
15 total for-hire industry here in the District.
16 That means there is one standard for 95 percent
17 of the for-hire industry, and for the other 5
18 percent of the industry, there is a different
19 standard. I ask for your support to advocate
20 meaningfully to revise Title 31 such that all
21 for-hire vehicles have a 10-year age limit. We
22 believe the support is there. However, we need

1 your advocacy to make it happen.

2 Thirdly, we ask three years for face
3 ID renewals. Currently, there are many fees
4 associated with just being a taxi driver. There
5 are also a lot of newer fees which drivers have
6 had to endure, not DFHV-related. Overall, due to
7 the cost and loss of income, it is becoming
8 harder for drivers to continue driving a taxi.
9 We would like to help encourage the drivers to
10 stay in the taxi and provide world-class service.
11 We need our experienced drivers to keep driving,
12 not to give up due to costs of renewing your
13 credentials. We ask that you support our
14 endeavor and that we change face IDs from being
15 valid for 2 years and make them 3 years. A
16 simple change such as this one would greatly help
17 our drivers by bringing down costs and making it
18 easier to stay a taxi driver.

19 Fourthly, we ask that we establish a
20 working group to create a master plan. I propose
21 that we better organize ourselves by coming
22 together and plan the future of taxi. Just as

1 cities have master plans for different segments
2 of the city, I believe that we could accomplish
3 more and achieve better outcomes of taxi by
4 establishing a working group amongst ourselves
5 and creating a master plan we all advocate for.
6 The results would be a better working
7 relationship with government and industry
8 stakeholders. With better planning, we as an
9 industry can prepare and better adapt to future
10 changes. Ultimately, coordination will result in
11 better service being rendered to the public.

12 Lastly, what can we do for you?

13 Overall, we would like to work with you as a
14 department at a higher level. I didn't only come
15 here today to ask but also to give. What are
16 some of the suggestions we can do to help with
17 the issues that you see today?

18 Thank you.

19 CHAIRPERSON JOLLY: Thank you, Mr.
20 Dash. And thank you for coming today. I have a
21 few comments on what you said.

22 I think the consensus here is that

1 everybody is generally interested in looking at
2 10 years for vehicles and 3 years for face ID. I
3 think your idea about a working group is good.
4 And you asked what you could do for us. I think
5 at some point, when we do plan a working group
6 like that, I think we have to come up with a
7 singular message for Department of For-Hire
8 Vehicles and we have to advocate that message.

9 There is still a lot of
10 misunderstanding in the executive and in the
11 Council building. And it is easier not to have
12 the hard discussions and just say, you know,
13 "Everybody is fine," you know, "I don't see
14 anybody on television yelling and screaming about
15 taxis and Uber and Lyft," but, you know, we do
16 have to get to a point where we are advocating
17 for these things. And I think that this Advisory
18 Council can develop more of a role in that
19 because we have a little more latitude to say
20 things that are a little more uncomfortable to
21 the executive and to the Council with regards to
22 legislation that I know personally is just

1 sitting there. And it is legislation that could
2 enable a lot more innovation here to do a lot of
3 things you want to do.

4 So I will personally follow up with
5 you on that, and I have had some conversations
6 with the director about all of these things you
7 shared with us today.

8 So I will start on my left with
9 Advisor Wade, if you have some comments, and then
10 right on down.

11 MS. WADE: Okay. Yes. So I also
12 understand the desire to reduce your costs of
13 doing business within the District. And I
14 understand your concerns about the fees, but it
15 is also important that you understand how your
16 money is being spent that you do use in fees.
17 All of the technology updates that this body
18 provides cost to do. And, even if the District
19 funds us to do that, where do those funds come
20 from? It comes from taxes. So those people who
21 live outside of the District, earn income within
22 the District do not pay taxes to the District.

1 But you use the streets. You use all of the
2 facilities. The lights have to be maintained,
3 all of the public services. Streets have to be
4 cleaned. Roads have to be kept. Taxi stands
5 have to be determined. All of this costs money.
6 And if we don't get the money from you, who come
7 in and use it, through our fees and other local
8 taxes, then how do we help pay for the services
9 that you get? So that is one of the reasons for
10 the fees. It is not just because we want to put
11 a stamp on a piece of paper.

12 When I was in private industry years
13 ago, I had the responsibility of getting visas
14 for international workers. The District charged
15 50 cents to put a seal on a document. I then had
16 to take it to the State Department. And to put a
17 seal on that same document, they charged \$15. To
18 take it to that embassy, they charged \$45, same
19 seal, same purpose. But they had to pay for
20 their expenses. So the purpose of the fees is
21 not punishment, and they are not ill-thought-out.

22 We tried to do as best we could to

1 reduce unnecessary fees and unnecessary fines.
2 And we are going to do that continuously, even
3 through the revisions of Title 31.

4 So I thought it would be important for
5 that point to be made that we don't just assess
6 fees, but there is a purpose for those fees. And
7 I think that was the main thing that I wanted to
8 talk about. Some of the other issues I would
9 like to discuss with my fellow Council members
10 before I bring it to the public. Thank you.

11 MR. SCHAEFFER: Thank you very much.
12 I think everything has been covered. Anthony, we
13 had talked before. Thank you for the
14 presentation and bringing everything in.

15 The only thing that wasn't touched was
16 about the app, everyone asking for the app. I
17 just want to make -- the app was out there for a
18 long time, and very few people used the app. So
19 I guess, Anthony, on your question that you ended
20 up with, what can you do, I guess as company
21 owners, we need to reach out to our drivers and
22 let them know the opportunities that are there.

1 The other gentleman was talking about
2 -- he called it MetroAccess. He was referring to
3 Transport DC, I believe. And there is an
4 opportunity for him to work Transport DC. You
5 know, there are plenty of trips available for
6 someone willing to do it, especially with a
7 wheelchair-accessible vehicle. So we just have
8 to as fleet owners get the opportunities and the
9 word out to the drivers in a better forum and get
10 some of the information they are getting that is
11 not accurate and clarified at the same time.

12 Thank you.

13 CHAIRPERSON JOLLY: Advisor Dawit, why
14 don't you go? And then we will have the director
15 do the final wrap-up on this.

16 MR. DAGNEW: I also want to thank Mr.
17 Dash for bringing these issues before us, and I
18 am so thankful again to bringing these particular
19 three years for ID renewal. That prompted my
20 answer -- my answer to some questions was
21 drivers, the \$250 that they are paying for
22 renewal. If that \$250 covered for 3 years, that

1 would be a good idea. And that could be a little
2 reduction for the cost of doing business. That
3 is one thing.

4 The second thing, I would second Jeff
5 with the app. If this app would have been
6 working properly, I think that would be a good
7 addition for business for drivers. Yes, the
8 department is not going to do anything about this
9 app because it regulates. Everybody doesn't want
10 to get into the business of doing business with
11 the people that it regulates. True. But can we
12 as a regulator help some technological companies
13 who can come and consolidate?

14 I mean, these four or five companies
15 who are working with this app, I think there is
16 some misconception in there. I think we need
17 somebody who could take over the entire app
18 business and consolidate and directly deal with
19 the drivers.

20 Yellow Cab has it on. Capital Cab has
21 it on. All of those five companies have their
22 own apps, as opposed to having one. This is only

1 aid to 5,000 cabs on the street. Can we
2 consolidate all in one app? Is there any way the
3 department can help do that? That would be a
4 great deal, Director. Can we say something about
5 that?

6 MR. CHRAPPAH: Yes. When it comes to
7 the consolidation, what the department can do is
8 provide a piece of technology called application
9 program interface, APIs. That would help some
10 app connect to all of the for-hire vehicles. And
11 that is a proposal that will be consistent with
12 our mission in that we are not going to advocate
13 for one for-hire vehicle over another. We would
14 like to see consumer choice.

15 The body we have here as an Advisory
16 Council has different representatives to bring
17 different perspectives. So that is great. From
18 a department standpoint, though, we would like to
19 see all taxis on one platform, all private
20 vehicles on the same platform, all limos on the
21 same platform, so that we can get closer to this
22 idea of transportation as a service or mobility

1 as a service where you see everything at one
2 place and you, the consumer, decides. So
3 philosophically I want to just make sure for the
4 record folks know where at least the department
5 is coming from.

6 To get there, there are steps we can
7 take. One step would be making sure that at
8 least all taxis can be accessible from a single
9 platform. That would be some measure of
10 progress. And we will look into ways to make
11 that happen, particularly since the department
12 has provided a digital meter pretty much for free
13 to the industry. So we will see what options are
14 available and how we can leverage data
15 integration, have APIs to support any company
16 that wants to send dispatch requests to all
17 drivers. In doing so, we will also pay attention
18 to DTS providers. Since they collect the
19 surcharge, we want to make sure that they have a
20 role to play in the payment and the collection of
21 passenger surcharge to the city as well.

22 And, Mr. Dash, thanks for the

1 presentation. I was a bit taken aback because
2 typically we don't hear from people in terms of,
3 you know, what can they do. It is almost always
4 the takers, not givers. So I had to make sure
5 what I heard was actually what was said.

6 So there are a few areas off the top
7 that I think could be helpful. And one is
8 consumer education. We would like companies and
9 fleet owners to take greater ownership about
10 educating consumers about what their options are;
11 secondly, greater ownership in managing drivers
12 in their particular fleet. That oversight should
13 not be left only to the department. We have a
14 very decentralized approach to regulations. So
15 we have regulations for companies, regulations
16 for drivers. We like companies and fleet owners
17 to pay attention to the requirements that are on
18 drivers and requirements that are on companies so
19 that they can manage that relationship. That is
20 something that we have seen on the platform
21 economy, the economy side, the ride-sharing side,
22 where they take an active interest in managing

1 the driver relationship, but, as you know, I
2 leave that to the government. That will make the
3 government too big. And that is not going to be
4 effective.

5 So if, for example, a driver
6 consistently receives complaints from passengers,
7 obviously there are repercussions from a
8 regulatory standpoint. At some point, a company
9 has got to say, "No. Driver, you are harming my
10 reputation. You are harming public interest.
11 And I don't want you to be affiliated with my
12 company anymore." So companies should adopt
13 policies that are consistent with the regulation
14 and allows them to manage the relationship with
15 drivers. So that is an area I would like to see
16 some improvement on.

17 And when it comes to the 10-year age
18 limit for cars, I am not opposed to that at all.
19 I think there is an opportunity to implement it
20 the right way so that we don't end up with the
21 hoopties and the junk cars that tarnished the
22 reputation of our D.C. taxis that the agency and

1 the public and the advisory body have worked so
2 hard to redeem. The average car you see on the
3 road now is so fresh and so clean. With this
4 summer heat, when you get into a car that is
5 fully air conditioned, credit card works, digital
6 payment works, and with a group of friends, you
7 choose to share a ride, it is much more fun. So
8 we definitely don't want to leave any window of
9 opportunity for the industry to head down South.
10 So figuring out exactly how to implement the 10
11 years is something that we can work together with
12 the public to achieve.

13 And for the 3-year face ID, I would
14 even go as far as saying give people 10-year face
15 ID. Give them a lifetime of a face ID. However,
16 there have to be checkpoints, and there has to be
17 a framework where companies are also monitoring
18 the vehicle drivers so that somebody who has a
19 perpetual license to drive, if they don't behave
20 appropriately, well, you yank their privilege.
21 That way the markets self-correct. So three
22 years, yes. I don't have any problem with that.

1 I would rather see perpetual driving privileges
2 with companies playing an active role in
3 suspending drivers. And then the regulator can
4 focus on due process to ensure that companies
5 don't take advantage of drivers and drivers don't
6 also take advantage of a very decentralized
7 system.

8 Thank you.

9 CHAIRPERSON JOLLY: Ms. Mixon, you can
10 find out if there are any more. I don't think we
11 have any more at this point.

12 MS. MIXON: Anyone else like to
13 testify today? Please raise your hand.

14 (No response.)

15 MS. MIXON: Chair Jolly, no one else.

16 CHAIRPERSON JOLLY: So let me just
17 wrap up and say that --

18 MR. DAGNEW: Chairman Jolly?

19 CHAIRPERSON JOLLY: Sure. Go ahead.

20 MR. DAGNEW: I wish I can raise this
21 question once for the director or even Mr. Dash.
22 One thing we haven't paid attention is the cruise

1 light compliance.

2 CHAIRPERSON JOLLY: The what?

3 MR. DAGNEW: This cruise light has --

4 CHAIRPERSON JOLLY: Oh, cruise light.

5 MR. DAGNEW: Yes. Cruise light has
6 been a problem between drivers and passengers.
7 There are some companies who use -- this cruise
8 light automatically shuts off when the meter goes
9 on. For the most part, most drivers, including,
10 I think, Bay Cab, have to use manual. I think we
11 are in a technological age now I don't think we
12 need the manual thing with the digital we should
13 be using.

14 What are the requirements for these
15 five companies before getting a D.C. license?
16 Aren't they suppose to have a regulation or at
17 least a minimum standard to do this? I think I
18 want to ask Mr. Dash. What happened to Bay Cab
19 is what happened for most cab companies. The
20 cruise light does not go off when the meter goes
21 on. What is their plan? I think manually
22 working is not an appropriate way to work. They

1 have to have a standard that needs to be held
2 responsible to do that cruise light that goes
3 automatic. Drivers are not supposed to be the
4 ones who are supposed to be bearing this
5 responsibilities. They are paying these
6 companies to do the right business, and they are
7 not doing.

8 MR. CHRAPPAH: Let me take that one.
9 Essentially, Bay Cab will have to speak for
10 itself, but, at least from where we sit from the
11 department's standpoint, our requirement is that
12 there has to be a mechanism for controlling the
13 dome light. It is consistent with our public
14 policy approach of giving choice and not being
15 overly prescriptive in an environment where is
16 innovation. So today there are Bluetooth
17 adapters that can automatically control the
18 legacy dome light and the new cruising light.
19 There is a switch also and -- what is the name?
20 -- seat sensors that also control the dome light.
21 So that is an indication of the range of options
22 that is out there.

1 Enforcement staff have been vigilant
2 in terms of driver education as well. And as the
3 DTS renewal is coming up, we would not entertain
4 any renewals that don't bring a better approach
5 to the dome light issue. That alone wouldn't be
6 the basis for the agency's decision, but in
7 totality, we would be looking for improvement in
8 the way people behave and an improvement in the
9 way technology is deployed because the technology
10 is out there. There are so many options out
11 there.

12 We expect any DTS who files for
13 renewal to show a concrete plan on how to work
14 with drivers to achieve 100 percent compliance.
15 But the part that I don't get and I wouldn't try
16 to solve is that no level of automation is going
17 to take care of the walls problems. So today if
18 I need to turn left, I turn on my traffic
19 indicator signal so that I turn left. The car
20 doesn't turn left automatically, and the light
21 doesn't come on. It is very similar to the
22 cruising light, dome light, and the meter.

1 When a fare gets into the vehicle, a
2 passenger gets into the vehicle, you know you
3 have got to press "Hired" for the meter. So why
4 can't you just turn off the dome light? So no
5 excuse can be given to the idea that "I forgot."
6 Well, you didn't forget to collect the fare. You
7 didn't forget to press meter "Hired." So that is
8 a rally of what we are living with. However,
9 given our experience with that, we have raised
10 the standards.

11 MR. DAGNEW: Right. That is what I am
12 asking.

13 MR. CHRAPPAH: And we are saying,
14 "Okay. Now a machine is going to do it for you,
15 and you will pay a price for it." And the market
16 will determine what is a reasonable fee.

17 MR. DAGNEW: Gentleman, again, I am
18 here with the -- my company auditor is here. I
19 just want to praise him. Jeff is here. His
20 company is doing exactly what it is asked to do.
21 Why not as it is going to do it, I mean, there is
22 one standard. Meter on, cruise light should go

1 off. There should not be more than one
2 particular driver has to touch before he has
3 taken his fare.

4 MR. CHRAPPAH: Absolutely.

5 MR. DAGNEW: That is all I am asking.

6 MR. CHRAPPAH: Yes, yes. The standard
7 is there. It is engraved in ink in regulation.
8 And when compliance officers see drivers that are
9 out of compliance, they get an NOI. Some of them
10 received NOIs because videos were taken of them
11 not being in compliance. Some have been
12 counseled. And that effort will continue because
13 we are dealing with humans here.

14 At some point, somebody will tell you,
15 "Well, I don't have enough juice on my tablet.
16 That is why it is not going to that dome light"
17 or "I forgot." Oh. "The switch is not working,"
18 so many excuses. We are at a point where we will
19 have zero tolerance, not only on the drivers'
20 side but on DTS providers' when it comes time for
21 renewal, which I believe is around the corner.
22 It should be in about 9 or 10 days from now.

1 July 1st is the deadline. So for DTS who may be
2 watching online or who pay attention to these
3 transcripts, we are waiting for renewal
4 applications and just be --

5 CHAIRPERSON JOLLY: Thank you.

6 Did you have anything to add to that?

7 MR. SCHAEFFER: No. No.

8 CHAIRPERSON JOLLY: So, look, I want
9 to thank everybody for coming today. I want to
10 end on a good note. So during the week -- and
11 Advisor Dawit probably knows this best because he
12 sees me a lot during the week. I probably come
13 into contact with anywhere from 20 to 30 taxi
14 drivers during a week. And this is consistent
15 because I drink at a 7-11, where everybody hangs
16 out. You know this. I would say that when I
17 first joined the Taxicab Commission, one of the
18 big complaints was the experience here in the
19 building at the Department of For-Hire Vehicles.
20 And all the taxi drivers say, "Man, every time I
21 go down there, you know, there are just tons of
22 complaints."

1 Half of them are weeded out because
2 people just, as you said, were misinformed. But
3 over the past few months, I must say, it is
4 pleasing to get a lot of positive comments about
5 what goes on here. So I thought we would end
6 today on a good note by thanking the professional
7 staff of the Department of For-Hire Vehicles that
8 is always here to support us. And you guys are
9 here to support us today because we only had two
10 witnesses, and we took our advisor capacities and
11 turned ourselves into public witnesses so we
12 could read all of this testimony into the record.

13 But, Director Chrappah, your staff is
14 doing a wonderful job. And it is known out in
15 the streets. And I have noticed a change in the
16 last three and a half, almost four years, Advisor
17 Wade, since we showed up.

18 MS. WADE: Yes.

19 CHAIRPERSON JOLLY: Yes. I have
20 noticed a change, and there is a lot of positive
21 feedback. So I wanted to thank you today and end
22 by giving you a round of applause. And we can

1 read that into the record.

2 (Applause.)

3 CHAIRPERSON JOLLY: And, finally, if
4 there are no further comments, we are adjourned.
5 And it is 11:27. Thank you.

6 (Whereupon, at 11:27 A.m., the meeting
7 was adjourned.)
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C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Advisory Council Meeting

Before: DC Department of For-Hire Vehicles

Date: 06-21-18

Place: Washington, DC

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

TUESDAY
SEPTEMBER 25, 2018

+ + + + +

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

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson
ERNEST CHRAPPAH, Director

STAFF PRESENT:

JUANDA MIXON, SECRETARY TO THE COUNCIL
MONIQUE BOCK, ESQ., GENERAL COUNSEL

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

2 10:17 a.m.

3 CHAIRPERSON JOLLY: Good morning. I
4 would like to call this meeting to order. Today
5 is Tuesday, September 25, 2018. We're at 2235
6 Shannon Place S.E., the hearing room, Suite 2032.

7 Our first order of business is a
8 moment of silence for those who have departed.

9 Thank you. Good morning. Thank you
10 all for coming out in this rainy weather. There
11 are not many of us today so you will find that
12 this meeting might move a little quicker than
13 normal.

14 We have one item on our agenda today.
15 Because we have a different set of rules from
16 when we were commissioned, we can be sort of be
17 innovative when we have to. What I'm going to do
18 at this time is simply ask our director to sort
19 of give us an overview for the record of what our
20 intentions were.

21 We met yesterday. We all came to a
22 consensus on this issue. Then right after we do

1 that, we'll go right into the public comment
2 period. If there are any other issues that come
3 up, we'll deal with them then. Thank you.

4 DIRECTOR CHRAPPAH: Thank you
5 Chairperson Jolly.

6 Good morning everyone. Over the last
7 couple of years the District has been forward
8 thinking when it comes to ensuring that the
9 residents and visitors have access to not only
10 safe and affordable but also assessable
11 transportation options.

12 In particular, the District has
13 implemented the law requiring companies to
14 dedicate a portion of the fleets to wheelchair
15 accessible vehicles also called WAVs. It was on
16 a graduated schedule going from six percent to 12
17 percent. At the end of this calendar year it
18 will be 20 percent so that is the mandate we've
19 implemented through our regulations.

20 At the same time, we've also been
21 doing research on the department's perspective
22 around the demand and supply for accessible

1 transportation and our wheelchair accessible
2 vehicles.

3 Our research has been consistent with
4 some of the reports that fleet owners have
5 transmitted across to us in that a large portion
6 of the vehicles that it dedicated as wheelchair
7 accessible vehicles have been sitting idle.

8 If you go to seven fleets sometimes it
9 is 50 percent non-utilization ratio. You go to
10 other fleets and it can be 60 and sometimes 20 so
11 it varies. The net of all of that is the total
12 supply of wheelchair accessible vehicles from the
13 taxi industry far exceeds the demand for those
14 vehicles.

15 If you discount occasional time
16 periods where there is a surge in demand because
17 of alternative transit trips or specialty things.
18 As we are looking ahead to the end of the year, a
19 few questions have come up consistently. One is
20 does the city really need all those wheelchair
21 accessible vehicles sitting idle and not being
22 utilized.

1 What are some of the options to
2 increase utilization of existing vehicles,
3 particularly the WAVs, and does it make sense to
4 delay the implementation of the 20 percent not
5 only to provide relief to the particular
6 companies who have made our investments
7 northwards of about \$30,000 to \$35,000 per
8 vehicle.

9 But also to ensure that the vehicles
10 that are currently being used have higher
11 utilization rates. There's no silver bullet to
12 resolve these complex issues. One of the things
13 that we've considered, and we are working through
14 the appropriate channels and the Department's
15 perspective, is to advocate for legislative
16 change to the law.

17 That will either push back the
18 implementation date or provide some alternative
19 legislative solutions. The idea has not
20 translated into a law yet because that has to go
21 through the executive branch and ultimately the
22 legislative branch. At the same time we are also

1 looking at different channels to provide some
2 relief to taxi cab owners.

3 One of the things we talked about
4 during the executive session of the For-Hire
5 Vehicle Advisory Council members yesterday was
6 not holding up the renewal of operating authority
7 for a company that is currently in compliance
8 with the 12 percent and has shown substantial
9 progress towards meeting the 20 percent goal but
10 may come up short on December 31st when it's time
11 to renew the operating authority.

12 Put simply, if you demonstrate
13 substantial progress with the 12 percent, at the
14 end of the year when the 20 percent kicks in
15 where you've not met that threshold, we will not
16 automatically deny your application.

17 We'll look at other factors for
18 renewing your operating authority and make a
19 decision from there. That is the administrative
20 relief that we are putting in place for companies
21 while we wait for the outcome of the legislative
22 solution. Concurrent with that idea, in FY 19

1 we'll be looking to make grant investments in the
2 delivery of transportation services for under-
3 served communities.

4 We'll put a priority on the
5 utilization of wheelchair accessible vehicles and
6 also removing some of the barriers around
7 technology and dispatch that sometimes presents a
8 challenge to drivers because they don't want to
9 have to pay dispatch fees to receive wheelchair
10 accessible vehicle requests.

11 Those are the solutions that we have
12 for the short-term while we look for a longer-
13 term solution. At the end of the day today the
14 District has over 271 wheelchair accessible
15 vehicles which represents one of the highest
16 ratios in terms of per capita of vehicles in a
17 jurisdiction of our size.

18 We are very proud of the achievements
19 that the District has made when it comes to
20 accessible transportation but a lot more needs to
21 be done. We are hopeful that we can work with
22 the stakeholders to get an optimum solution.

1 Thank you.

2 CHAIRPERSON JOLLY: Thank you. At
3 this time we'll go into our public comment
4 session.

5 SECRETARY MIXON: Currently we did not
6 have anybody sign up to speak but since we have
7 time, Chair Jolly, would you like me to call from
8 the floor?

9 CHAIRPERSON JOLLY: Yes.

10 SECRETARY MIXON: Okay. Is there
11 anybody present who would like to comment today
12 on the 20 percent fleet? All right. Any other
13 relevant issue? Just raise your hand.

14 CHAIRPERSON JOLLY: All right. Thank
15 you very much. I'll just end on this note. We
16 do appreciate and we always expect public
17 comment. There are days like today when because
18 of weather and a lot of other issues people can't
19 make the meeting today, but what the Director
20 presented is our consensus based on our executive
21 session yesterday.

22 We are still open for comment at later

1 dates. As it comes into me, I will get it to the
2 Director and to the appropriate people on his
3 staff. With that being said, this is a very short
4 meeting. On that note, we will adjourn. Thank
5 you.

6 (Whereupon, the above-entitled matter
7 went off the record at 10:26 a.m.)

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In the matter of: Council Meeting

Before: DC DFHV

Date: 09-25-18

Place: Washington, DC

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

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DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

WEDNESDAY
DECEMBER 12TH, 2018

+ + + + +

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

MEMBERS PRESENT:

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

STAFF PRESENT:

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

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

10:14 a.m.

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

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

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

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

(Moment of silence.)

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

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

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

3 DIRECTOR DO: All right.

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

6 (Applause.)

7 DIRECTOR DO: Thank you.

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

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

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

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

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

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

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

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

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

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

8 CHAIRPERSON JOLLY: Thank you,
9 Director Do.

10 (Applause.)

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

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

15 Chau, could you please stand up?

16 (Applause.)

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

19 (Applause.)

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

1 (Laughter.)

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

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

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

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

16 So I see we have one person here.

17 PARTICIPANT: Two.

18 CHAIRPERSON JOLLY: Two? Sorry.

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

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

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

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

22 But you know, now that our industry is

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

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

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

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

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

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

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

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

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

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

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

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

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

11 CHAIRPERSON JOLLY: Okay.

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

14 CHAIRPERSON JOLLY: Okay.

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

17 CHAIRPERSON JOLLY: All right.

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

20 (Simultaneous speaking.)

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

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

6 CHAIRPERSON JOLLY: Yes.

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

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

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

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

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

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

1 they're active or not actually working.

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

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

15 I think the 10 years should be okay
16 for an individual owner/operator --

17 CHAIRPERSON JOLLY: Yes.

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

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

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

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

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

22 DIRECTOR DO: No, I'm okay.

1 CHAIRPERSON JOLLY: Okay. So --

2 MEMBER WASH: Can I say one thing?

3 CHAIRPERSON JOLLY: Yes, please.

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

1 CHAIRPERSON JOLLY: Okay.

2 MEMBER WASH: -- at least consider.

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

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

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

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

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

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

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

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

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

21 MR. SETEGN: Yes, but --

22 CHAIRPERSON JOLLY: Thank you.

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

3 CHAIRPERSON JOLLY: Yes, go ahead.

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

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

9 MR. SETEGN: Yes.

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

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

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

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

9 MR. SETEGN: Thank you.

10 CHAIRPERSON JOLLY: All right.

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

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

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

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

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

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

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

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

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

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

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

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

19 Secondly --

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

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

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

3 SECRETARY TRAN: Your time is up, sir.

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

6 Thank you, ma'am.

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

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

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

3 CHAIRPERSON JOLLY: Pardon?

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

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

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

10 CHAIRPERSON JOLLY: No, no.

11 MR. MOMEN: -- something else.

12 CHAIRPERSON JOLLY: There's no --

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

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

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

22 CHAIRPERSON JOLLY: So --

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

3 CHAIRPERSON JOLLY: Yes.

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

9 (Simultaneous speaking.)

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

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

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

19 MR. MOMEN: Okay.

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

1 the taxis, correct?

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

4 CHAIRPERSON JOLLY: Pardon me?

5 MR. MOMEN: I know that one.

6 CHAIRPERSON JOLLY: Yes, yes.

7 MR. MOMEN: And --

8 (Simultaneous speaking.)

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

11 MR. MOMEN: Okay.

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

15 Do you have any questions?

16 MEMBER SCHAEFFER: No, thank you.

17 CHAIRPERSON JOLLY: Dotti?

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

20 CHAIRPERSON JOLLY: Okay. Well,
21 Mr. --

22 MEMBER DAGNEW: I want to just share

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

11 CHAIRPERSON JOLLY: We all agree on
12 that.

13 MEMBER DAGNEW: Exactly.

14 CHAIRPERSON JOLLY: We all agree.

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

17 CHAIRPERSON JOLLY: Yes.

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

22 Listen, this is an example. I want to

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

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

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

18 MEMBER DAGNEW: Okay.

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

22 MEMBER DAGNEW: Okay.

1 MR. MOMEN: Thank you.

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

5 MEMBER DAGNEW: Exactly.

6 CHAIRPERSON JOLLY: This is a
7 different topic.

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

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

22 (Simultaneous speaking.)

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

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

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

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

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

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

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

1 CHAIRPERSON JOLLY: Yes.

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

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

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

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

22 MEMBER SCHAEFFER: Yes, I just

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

12 CHAIRPERSON JOLLY: Okay.

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

22 CHAIRPERSON JOLLY: I just -- I think

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

11 MEMBER SCHAEFFER: Right.

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

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

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

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

21 (Laughter.)

22 CHAIRPERSON JOLLY: -- sometimes you

1 get you pay for, yes. Okay.

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

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

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

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

12 CHAIRPERSON JOLLY: Yes.

13 MEMBER WADE: Yes.

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

17

18 (No audible response.)

19 CHAIRPERSON JOLLY: We don't? Okay.

20 In the interest of time, because I want to close
21 out at 11:00 because there is some work that's
22 going to go on in here, I'll do one more question

1 from you, Mr. Setegn.

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

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

22 For some responsible companies who did

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

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

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

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

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

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

8 CHAIRPERSON JOLLY: Thank you very
9 much.

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

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

22 CHAIRPERSON JOLLY: Okay.

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

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

17 CHAIRPERSON JOLLY: Good.

18 MEMBER DAGNEW: Chairman Jolly?

19 CHAIRPERSON JOLLY: Yes?

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

22 CHAIRPERSON JOLLY: Okay. You got a

1 minute.

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

9 CHAIRPERSON JOLLY: Yes.

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

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

18 CHAIRPERSON JOLLY: I mean --

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

21 (Simultaneous speaking.)

22 CHAIRPERSON JOLLY: I get what you're

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

4 MEMBER DAGNEW: Yes.

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

22 MEMBER DAGNEW: Okay.

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

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

9 CHAIRPERSON JOLLY: yes.

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

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

16 MEMBER DAGNEW: Yes.

17 CHAIRPERSON JOLLY: Yes.

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

21 CHAIRPERSON JOLLY: Yes. Yes. Yes.

22 Okay. So --

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

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

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

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

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

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

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

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

20 CHAIRPERSON JOLLY: Thank you.

21 MEMBER DAGNEW: And --

22 (Simultaneous speaking.)

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

5 MEMBER DAGNEW: Okay. Okay.

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

12 (No audible response.)

13 MR. SETEGN: Yes.

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

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

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C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Council Meeting

Before: DC DFHV

Date: 12-12-18

Place: Washington, DC

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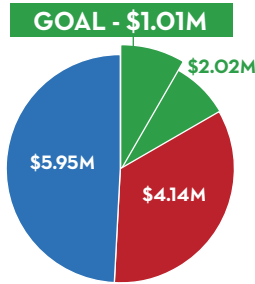
DEPARTMENT OF FOR-HIRE VEHICLES (DFHV)

Department Budget Code: TCØ

The mission of the Department of For-Hire Vehicles (DFHV) is to ensure that the citizens and visitors of the District of Columbia have a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals who have knowledge of the District's streets, boundaries and tourist destinations. It also assures that the public vehicle-for-hire industry is economically sound.

dfhv.dc.gov | dfhv@dc.gov | 202.645.7300 | 2235 Shannon Place SE, Washington DC 20020

\$1.01M FY17 SBE SPENDING GOAL



\$12.11M TOTAL FY17 BUDGET

- Personnel and Fixed Costs (not subject to SBE spending goal)
- Expenditures that are not SBE eligible
- Planned Acquisitions: SBE Eligible (50% = Goal)

Review SBE goal calculation formula and agency budget details at CBEconnect.dc.gov.

FY17 PLANNED ACQUISITIONS (Select Highlights)

This agency's FY17 Planned Acquisitions total approximately \$2.02M, which may include potential opportunities for SBEs. Review all FY17 planned acquisitions at CBEconnect.dc.gov.

OFFICE SUPPLIES and SUPPORT

General Office Supplies	615-00-00
Copy Machine Maintenance	939-27-00

IT SERVICES

Computer Software Consulting	918-29-00
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CONSULTING SERVICES

Consulting Services	918-00-00
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To learn about additional procurement opportunities, visit CBEconnect.dc.gov and click *Find Opportunities* or contact the Agency.

HOW TO FIND THIS AGENCY'S CONTRACT OPPORTUNITIES

- Visit CBEconnect.dc.gov

- Click **FIND OPPORTUNITIES** and review:



Current Contracts
open for bid



Potential Business Expansion Opportunities to provide products/ services for which agencies are seeking **waivers**



Planned Acquisitions
for FY17

SPENDING WITH SBEs

FY15 **\$2.06M**

Spending may vary annually. Please see page 3.

FY16 **\$4.94M**

The Fiscal Year 2016 SBE Expenditures are based on transactions recorded to the Office of the Chief Financial Officer's System of Accounting Record (SOAR) as of October 28, 2016. These expenditures are preliminary and unaudited and are subject to change. To view the final audited amounts and additional details about FY15 and FY16 SBE spending, visit CBEconnect.dc.gov.

NEED HELP COMPETING FOR THESE OPPORTUNITIES?

- Sign up for free contract counseling from DSLBD's **DC Procurement Technical Assistance Center** (DC PTAC) at CBEconnect.dc.gov, click *Get Ready for Contracting*
- Contact **Office of Contracting and Procurement's (OCP) Customer Contact Center** at 202.724.4477 or OCP.Helpdesk@dc.gov

For definitions and details about the information on this page, please read *How to Use this Guide* pages 1 - 4.

Visit the companion web site CBEconnect.dc.gov for the most current data, reports and contracting assistance resources.

Amounts may be rounded up.

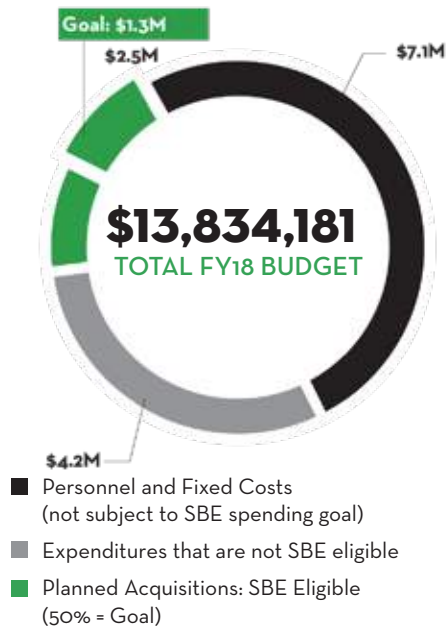
DEPARTMENT OF FOR-HIRE VEHICLES

DEPARTMENT BUDGET CODE: **TCØ**

website: dfhv.dc.gov | **phone:** 202.645.7300 | **address:** 2235 Shannon Place SE, Suite 3001, Washington DC 20020

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

\$1,261,223
FY18 SBE SPENDING GOAL



Review SBE goal calculation formula and agency budget details at CBEconnect.dc.gov.

FY18 PLANNED ACQUISITIONS (SELECT HIGHLIGHTS)

This agency's FY18 Planned Acquisitions total approximately **\$2,522,447**, which may include potential opportunities for SBEs. Review all FY18 planned acquisitions at CBEconnect.dc.gov.

PRODUCT/SERVICE	NIGP CODES	PRODUCT/SERVICE	NIGP CODES
CONSULTING SERVICES		TECHNOLOGY	
Research, Taxi	969-44-00	Copier Lease	600-72-40
SUPPLIES		IT Hardware	204-64-65
Office Supplies	616-73-00	TRANSPORTATION	
		Parking, Off-street	951-07-00

POTENTIAL BUSINESS GROWTH OPPORTUNITIES

There were no planned acquisitions where CBEs were deemed not available/qualified as of the date this document was printed. Please visit CBEconnect.dc.gov for more information.



HOW TO FIND THIS AGENCY'S CONTRACT OPPORTUNITIES

Visit: CBEconnect.dc.gov

Click: FIND OPPORTUNITIES



Current Contracts open for bid



Planned Acquisitions for FY18



Potential Business Expansion Opportunities



SPENDING WITH SBEs



The Fiscal Year 2017 SBE Expenditures are based on transactions recorded to the Office of the Chief Financial Officer's System of Accounting Record (SOAR) as of October 30, 2017. These expenditures are preliminary and unaudited and are subject to change. To view the final audited amounts and additional details about FY15, FY16 and FY17 SBE spending, visit CBEconnect.dc.gov.

For definitions and details about the information on this page, please read How to Use this Guide pages 8 - 11.

Visit the companion web site CBEconnect.dc.gov for the most current data, reports and contracting assistance resources. Amounts may be rounded up.

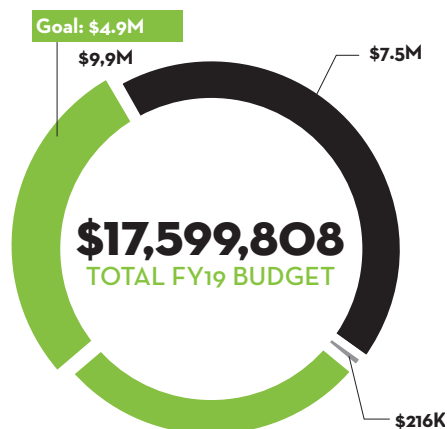
DEPARTMENT OF FOR-HIRE VEHICLES

DEPARTMENT BUDGET CODE: **TCØ**

website: dfhv.dc.gov | **phone:** 202.645.7300 | **address:** 2235 Shannon Place SE, Suite 3001, Washington DC 20020

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

\$4,925,639
FY19 SBE SPENDING GOAL



- Personnel and Fixed Costs
(not subject to SBE spending goal)
- Expenditures that are not SBE eligible
- Planned Acquisitions: SBE Eligible
(50% = Goal)

Review SBE goal calculation formula and agency budget details at CBEconnect.dc.gov.

FY19 PLANNED ACQUISITIONS (SELECT HIGHLIGHTS)

This agency's FY19 Planned Acquisitions total approximately **\$9,851,279**, which may include potential opportunities for SBEs. Review all FY19 Planned Acquisitions at CBEconnect.dc.gov.

PRODUCT/SERVICE	NIGP CODES	PRODUCT/SERVICE	NIGP CODES
EQUIPMENT		Identification Badge Supplies and Materials	80-10-33
Accessories for Canon Digital Copier Models	600-46-75	PROFESSIONAL SERVICES	
TECHNOLOGY		Supportive Services, Research	917-27-00
Auditing Services, Software	946-20-10	HUMAN RESOURCES	
SUPPLIES		Temporary Personnel Services	969-44-00
General Office Supplies	615-60-40		

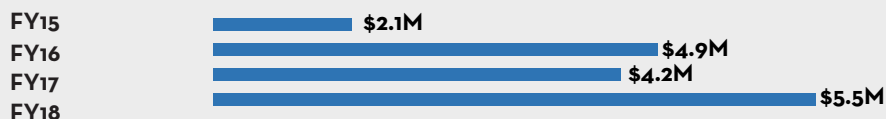
POTENTIAL BUSINESS GROWTH OPPORTUNITIES

These are examples of "Expenditures that are not SBE eligible" (special exceptions depicted in the gray slice of FY19 chart to the left) where contracts are currently in place or the agencies determined that SBE capacity was not available.

PRODUCT/SERVICE	TOTAL	PRODUCT/SERVICE	TOTAL
Specialized Training	\$18,220	IT Services: Software Maintenance	\$118,540
Fleet Services	\$27,100		



SPENDING WITH SBEs



The Fiscal Year 2018 SBE Expenditures are based on transactions recorded to the Office of the Chief Financial Officer's System of Accounting Record (SOAR) as of October 30, 2018. These expenditures are preliminary and unaudited and are subject to change. To view the final audited amounts and additional details about FY15, FY16, FY17 and FY18 SBE spending, visit CBEconnect.dc.gov.

For definitions and details about the information on this page, please refer to pages 10-15.

Visit the companion web site CBEconnect.dc.gov for the most current data, reports and contracting assistance resources. Amounts may be rounded up.