

DFHV Responses for Performance Oversight Hearing Written Questions

1/26/2022

Racial Equity

- 1. Please discuss the Department's engagement with the District Chief Equity Officer, including how often the Department engages with the Chief Equity Officer, topics of discussion and any Department action that has resulted from that engagement.**

DFHV Leadership team has had the opportunity to meet the Office of Racial Equity's (ORE) current team through attending and participating in the ORE's hosted training, Advancing Racial Equity: The Role of Government. Additionally, one of DFHV's managers participates in the Government Alliance Racial Equity (GARE) foundations training, a series of monthly workshops and webinars on a number of topics, alongside the District's cohort which includes staff members from the ORE. DFHV is excited to further engage with the ORE to identify opportunities to address racial inequities and achieve racial equity.

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

Community Outreach:

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

Data and Analysis

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

Internal and External Education

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

3. Describe any programs or policies where the Department has had success in building racial equity during Fiscal Year 2021 and Fiscal Year 2022, to date.

In developing our understanding and addressing racial equity, our management team attended the ORE’s 2021 training, Advancing Racial Equity: The Role of Government and will continue to further our education by attending the District’s racial equity training series. DFHV looks forward to building on this and incorporating more training on racial equity for all staff. This is a start that will help us all of our programs and services through a racial equity lens.

4. Consider the demographic data that the Department collects, tracks and evaluates as part of its operations. Does the Department collect information on race and geographic area? If not, why not?

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

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

5. Consider one operational data point and performance data point where the Department collects information on race or could collect information on race. How could the Department use this data to inform future programmatic decisions?

One area where DFHV can make an immediate effect is to include the option for complainants to provide demographic information, including race, in all of our public complaints. This will help DFHV develop interventions if the data indicates that certain complaints disproportionately affect Black people and people of color.

DFHV can also ask a standard set of demographic questions, including race, in services and programs across the agency.

6. Describe two programs or policies where the Department can build racial equity.

First, DFHV can improve data collection and analysis on racial equity to measure how the agency is performing. Also, we would be able to share our data across agencies to assist in District-wide analysis and to inform the need for racial focused programmatic interventions and creation of necessary programs. Additionally, DFHV will partner with the Chief Equity Officer in determining how to best utilize racial data in guiding policy and programmatic choices. Potential uses include incorporating demographic questions into all of our applications in driver services, transportation programs, complaints, outreach events, and enforcement activities.

Second, DFHV can review our licensing, permitting, regulatory practices and programs through the lens of racial equity to identify unintended consequences and address them. For example, prior to implementing a change in course or new program, DFHV will examine the proposed change or program through a racial equity lens to identify unintended racial inequities.

7. Describe what a racial equitable DC would look like and how the Department’s operation would reflect this achievement.

A racially equitable District is one:

- where the District roots out systemic racism in practices and policies;
- everyone understands what racial equity is and supports programs to address it; and
- where we have data to identify needs and problems to achieve racial equity.

For DFHV, this will include:

- Building awareness and training among our staff;
- Training and engaging our industry on racial equity; and
- Collecting data and developing programs and initiatives to address racial equity.

General Questions

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

- A. An explanation of the roles and responsibilities for each division and subdivision, including specific programs and projects administered by each division. Please also explain the administrative organization within each division; and**
- B. A narrative explanation of any changes made during the previous year.**

See attachment Q8 - Org Chart, effective 1/9/2022.

Office of Director – directs the day-to-day management and administrative operations including Performance Management, Human Resources, Client Services, Contract and Procurement,

Facilities, Information Technology and Compliance and Enforcement which enable DFHV to provide a wide range of complex, and diverse consumer services and programs to the citizens of the District of Columbia its visitors and the for-hire vehicle industry.

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

Performance Management:

Microtransit DC SchoolConnect – manages the microtransit program under the Safe Passage initiative with the goal of ensuring that students have the resources and support they need to travel to and from school safely.

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

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

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

There are a total of 100 Full-time Employee (FTE) positions, of which 34 are vacant.

- The Office of the Director has a total of (19) FTEs with (5) vacancies
- Performance Management Division has a total of (8) FTEs with (3) vacancies
- Performance Management, MicroTransit School Connect has total of (31) FTEs with (14) vacancies
- Operations Division has a total of (13) FTEs with (5) vacancies
- Client Services Division has a total of (7) FTEs all are filled
- Enforcement and Compliance Division has a total of (22) FTEs with (7) vacancies

9. Please provide a current Schedule A for the Department, which identifies all employees by title/position, current salaries, fringe benefits, and program. This Schedule A should also indicate if the positions are continuing/term/temporary/contract and whether they are vacant or frozen positions.

A. For each vacant position, please state how long the position has been vacant, and provide the status of the Department’s efforts to fill the position, as well as the position number, the title, the program number, the activity number, the grade, the salary, and

the fringe associated with each position. Please also indicate whether the position must be filled to comply with federal or local law, and whether there are impediments to the Department’s ability to fill those vacancies.

B. For each filled position, please provide the employee’s length of service with the Department.

See attachment Q9 – Schedule A.

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

DFHV did not have any detailed employees for FY21 and FY22, to date.

- 11. Please provide the Committee with:**

a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at Department expense in Fiscal Year 2021 and Fiscal Year 2022, to date;

See chart below:

Device	Last Name	First Name
Tablet	Sanders-Small	Nakeasha
Tablet	Martin	Carl
Tablet	Shepperd	Olga
Tablet	Morgan	William
Tablet	Lane	James
Tablet	Benson	Andraea
Tablet	Gibson	Cherell
Tablet	Enforcement Team	-
Tablet	Conrad	James
Tablet	Evans	Timothy
Tablet	Wren-Perkins	Nettina
Tablet	Fidler	Eric
Tablet	Tietjen	Michael
Tablet	Martin	Carl
Tablet	Watkins	Christopher
Tablet	Jenkins	Randy
Tablet	Jenkins	Randy
Tablet	Bowden	Mia
Tablet	Evans	Timothy

Tablet	Lee	Andy
Tablet	Do	David
Tablet	Fludd	Anthony
Cellular Phone	Tran	Chau
Cellular Phone	Wren-Perkins	Nettina
Cellular Phone	Davis	Charles
Cellular Phone	Martin	Carl
Cellular Phone	Fuller	Khadija
Cellular Phone	Lane	James
Cellular Phone	Richardson	John
Cellular Phone	Latham	Rasheena
Cellular Phone	Peters	Dory
Cellular Phone	Brown	James
Cellular Phone	Do	David
Cellular Phone	Hevor	Renee
Cellular Phone	Nembhard	Travis
Cellular Phone	Tietjen	Michael
Cellular Phone	Fludd	Anthony
Cellular Phone	Fidler	Eric
Cellular Phone	Bowden	Mia
Cellular Phone	Evans	Timothy
Cellular Phone	Sanders-Small	Nakeasha
Cellular Phone	Fu	Laura
Cellular Phone	Conrad	James
Cellular Phone	Fludd	Anthony
Cellular Phone	Regester	Lamont
Cellular Phone	Belay	Dereje
Cellular Phone	Gibson	Cherell
Cellular Phone	Muhammad	Karl
Cellular Phone	Awojoodu	Remi
Cellular Phone	Morgan	William
Cellular Phone	Godfrey	Jason
Cellular Phone	Benson	Andraea
Cellular Phone	Lindsay	Charles
Cellular Phone	Frazier	Shalonda
Cellular Phone	Duncan	Sebastian
Cellular Phone	Lee	Andy
Cellular Phone	Jenkins	Randy

Cellular Phone	Clay	Latisha
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Klancher	Wendy
Cellular Phone	Sigler	Amber
Cellular Phone	Stover	Tyren
Cellular Phone	Marsh	John
Cellular Phone	Shepperd	Olga
Cellular Phone	Mcmillan	Sherrita
Cellular Phone	Enforcement Team	-
Cellular Phone	Marsh	John
Cellular Phone	Kasunic	Gerald
Cellular Phone	Gebregiyorgis	Amanuel
Cellular Phone	Fludd	Anthony
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Enforcement Team	-
Cellular Phone	Barnes	Monique
Cellular Phone	James	Travon
Cellular Phone	Budde	Alan

Cellular Phone	Rucker	Darnique
Cellular Phone	Butler	Michael
Cellular Phone	Fludd	Tyrone
Cellular Phone	Carter	Caroline
Cellular Phone	Johnson	Jerome
Cellular Phone	Brown	Clara
Cellular Phone	Komongnan	Patrick
Cellular Phone	Pelzer	Tavon
Cellular Phone	Zenner	Abigail
Cellular Phone	Marshall	Cequon
Cellular Phone	Williams	Dustin
Cellular Phone	Wright	Markel
Cellular Phone	Edwards	Talaina
Cellular Phone	Goodwin	Wanda
Cellular Phone	Brown	Roxanne
Cellular Phone	Roberts	Linda
Cellular Phone	Edwards	Charnell
Cellular Phone	Wall	Janovah
Cellular Phone	Green	Acia
Cellular Phone	Johnson	Rochelle
Cellular Phone	Smallwood	Stephanie
Cellular Phone	Regester	Lamont

b. A list of all vehicles owned, leased, or otherwise used by the Department and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the Department’s vehicles in Fiscal Year 2021 and Fiscal Year 2022, to date;

See the chart below:

Vehicle	Assignment	Vehicle Yr.
Ford Taurus - Police Interceptor	VIO Godfrey	2014
Ford Taurus - Police Interceptor	Sgt. Morgan	2014
Ford Taurus - Police Interceptor	VIO Shepperd	2014
Ford Taurus - Police Interceptor	AC Bowden	2014
Ford Taurus - Police Interceptor	Sgt. Perkins	2014
Ford Taurus - Police Interceptor	LT. Evans	2015
Ford Taurus - Police Interceptor	VIO Gibson	2015
Ford Taurus - Police Interceptor	VIO Glover	2015
Chevrolet Bolt - EV	Enforcement	2022

Ford Taurus - Police Interceptor	Lt. Conrad	2015
Ford Taurus - Police Interceptor	Sgt. Benson	2015
Ford Taurus - Police Interceptor	Lt. Lane	2015
Ford Taurus - Police Interceptor	AC Register	2015
Ford Taurus - Police Interceptor	AC Martin	2015
Ford Taurus - Police Interceptor	AC Fludd	2015
Dodge Caravan	Facilities Staff	2010

In FY22, to date, there are 16 vehicles in the fleet, including the Enforcement EV and Executive van vehicles. In FY19, there were 17 vehicles, but one Enforcement vehicle was removed from the fleet due to it having been involved in an accident and it being determined that it was unsalvageable.

c. A list of travel expenses, arranged by employee for Fiscal Year 2021 and Fiscal Year 2022, to date, including the justification for travel and description of activities engaged in during the travel;

There were no travel expenses to report for FY21, and there are no travel expenses for FY22, to date.

d. A list of employee bonuses or special award pay, raises, and step increases granted in Fiscal Year 2021 and Fiscal Year 2022, to date; and

DFHV had one (1) employee to receive a non-competitive promotion, negotiated by the Attorney Union Cab.

John Marsh, Attorney Advisor – non-competitive promotion

We have sixteen (16) employees scheduled for an automatic step increase, processed by DCHR, for FY22.

- Roxanne Smith-Brown, Program Support Specialist
- Latisha Clay, Program Analyst
- Amber Sigler, Program Analyst
- Stefanie Smallwood, Program Analyst
- Tyren Stover, Grants Management Specialist
- Dustin Williams, Program Analyst
- Olga Shepperd, Vehicle Inspection Officer
- Abigail Zenner, Public Affairs Specialist
- Patrick Komongnan, Transportation Assistant
- Linda Robert, Program Analyst
- Cequon Marshall, Transportation Assistant

- Tavon Pelzer, Transportation Assistant
- Janovah Wall, Transportation Assistant
- Rochelle Johnson, Transportation Assistant
- Talaina Edwards, Transportation Assistant
- Acia Green, Transportation Assistant

There were no special award payments to report for FY21 or FY22, to date.

d. A list of total overtime and workers' compensation payments paid in Fiscal Year 2021 and Fiscal Year 2022, to date, including the number of employees who received overtime and workers' compensation payments, in what amounts, and for what reasons.

Overtime Payment: The reasons for the overtime are the inauguration, July 4th, and help with monitoring drivers and vehicles during the launch of DC School Connect.

Name	Program Title	Overtime Amount
Conrad Sr., James M	Field Compliance and Enforcement	\$28.82
Wren-Perkins, Nettina C	Field Compliance and Enforcement	\$90.05
Morgan, William	Field Compliance and Enforcement	\$986.76
Godfrey, Jason G	Field Compliance and Enforcement	\$97.05
Total Overtime Paid		\$1,202.68

Worker's Compensation

Program Title	Field Compliance and Enforcement
Compensation Paid	\$3,285.70
Reason	Wage Loss and Medical
Date	6/10/2021 – 8/15/2021

12. Regarding the use of communication devices:

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

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

DFHV orders laptops through Dell, which ships each laptop with the OCTO version of Windows already on the machine. As of January 2022, we have ensured all computers are running the OCTO version of Windows, which means the machines are receiving regular security updates from OCTO and limits computer access to employees with active dc.gov accounts. Furthermore, when we purchase new laptops, we attach asset stickers and keep an inventory of the laptop assignments. We review and update the inventory regularly to ensure accuracy.

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

We regularly audit our mobile plans and disconnect any unused numbers. We shop between to mobile providers, Verizon and AT&T, for the best deals. Furthermore, we limit phone upgrades to business necessity and take advantage of free phone upgrades offered by our mobile plans.

c. For Fiscal Year 2021 and Fiscal Year 2022, to date, what was the total cost including, but not limited to, equipment and service plans for mobile communications and devices? Please indicate whether the total cost has been impacted by the need for employees to work remotely due to the COVID-19 pandemic.

In FY21, DFHV paid \$27,466.25 and in FY22 to date paid \$6,620.14 for equipment and service plans for mobile communications and devices. The total cost has not been impacted by the COVID-19 pandemic.

13. For Fiscal Year 2021 and Fiscal Year 2022, to date, please list all purchase card spending by the Department, the employee making each expenditure and the general purpose for each expenditure.

See attachment Q13.

14. Please provide a chart showing the Department's approved budget, revised budget (after reprogramming, etc.) and actual spending, by division, for Fiscal Year 2021 and Fiscal Year 2022, to date. Include a description and explanation for any variance between fiscal year appropriations and actual expenditures.

See attachment Q14 – Approved and Revised Budget.

15. For Fiscal Year 2021 and Fiscal Year 2022, to date, please identify any special purpose revenue funds maintained, used, or available for use by the Department. For each fund identified, please provide:

- a. The revenue source name and code;**
- b. The source of funding;**
- c. A description of the program that generates the funds;**
- d. The amount of funds generated by each source or program; and**

e. Expenditures of funds, including the purpose of each expenditure.

See attachment Q15

16. For Fiscal Year 2021 and Fiscal Year 2022, to date, please list all intra-District transfers to or from the Department. For each transfer, include all of the following details:

- a. Buyer agency;
- b. Seller agency;
- c. The program and activity codes and names in the sending and receiving agencies' budgets;
- d. Funding source (i.e. local, federal, SPR);
- e. Description of memoranda of understanding ("MOU") services;
- f. Total MOU amount, including any modifications;
- g. Whether a letter of intent was executed for Fiscal Year 2020 or Fiscal Year 2021 and if so, on what date;
- h. The date of the submitted request from or to the other agency for the transfer;
- i. The dates of signatures on the relevant MOU; and
- j. The date funds were transferred to the receiving agency.

See attachment Q16

17. Please list any additional intra-District transfers planned for Fiscal Year 2022, including the anticipated agency(ies), purposes, and dollar amounts.

See attachment Q17 – Planned Intra-District MOUs.

18. Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended, and option years exercised, by the Department during Fiscal Year 2021 and Fiscal Year 2022, to date. For each contract, please provide the following information, where applicable:

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

See attachment Q18.

19. **Please list all MOU executed by the Department during Fiscal Year 2021 and Fiscal Year 2022, to date, as well as any MOU currently in force. For each, indicate the date entered and the termination date.**

DFHV entered into Memoranda of Understanding (MOU) the following agencies:

FY21 MOUs:

Agency	Effective Date	Ending Date
DACL	9/17/2019	9/30/2021
CFSA	9/27/2019	9/30/2021
MOVA	8/23/2019	9/30/2021
FEMS	12/10/2019	9/30/2021
OSSE	6/3/2022	9/30/2021
DOH	4/2/2022	9/30/2021
OAH	6/15/2022	9/30/2021
DCHR	10/1/2019	9/30/2021

FY22 MOUs:

Agency	Effective Date	Ending Date
MOVA	10/1/2021	9/30/2022
CFSA	12/1/2021	9/30/2022
DBH	12/16/2021	9/30/2022
FEMS	10/1/2021	9/30/2022
OCFO	10/1/2021	9/30/2022
DCHR	10/1/2021	9/30/2022

20. **Please list the ways, other than MOU, in which the Department collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in Fiscal Year 2021 and Fiscal Year 2022, to date.**

Our agency collaborated with several other agencies and organizations this year to further fulfill our mission. DFHV staff communicates regularly with taxi regulators in suburban Maryland and northern Virginia and the Maryland Public Service Commission on comparing taxi fees and practices in regulating both taxis and transportation network companies (TNCs). DFHV also participates in a monthly Taxi Regulators call that New York City coordinates with taxi regulators from around the country. DFHV entered into an agreement with Union Station, to ensure the availability of electric charging stations for for-hire vehicles. We also entered into grant

agreements with public for-hire companies including Yellow Cab, Transco, and HopSkipDrive to ensure the continuity of some of our most important and popular micro-transit programs including DC Neighborhood Connect, VetsRides, Promise Rides, DC SchoolConnect.

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

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

- 22. Please describe any anticipated spending pressures for Fiscal Year 2022. Include a description of the pressure, the estimated amount, and any proposed solutions.**

Through the Mayor's leadership, DFHV is sufficiently budgeted which allows us to address any spending pressures. Through good fiscal responsibility we were able to get through FY 21 without any cuts. We continue to closely monitor the agency's spending and believe we can get through this fiscal year.

- 23. Please list all capital projects in the financial plan and provide an update on all capital projects under the Department's purview in Fiscal Year 2021 and Fiscal Year 2022, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:**

- a. An update on all capital projects begun, in progress, or concluded in Fiscal Year 2019, Fiscal Year 2021, and Fiscal Year 2022, to date, including the amount budgeted, actual dollars spent, and any remaining balances;
- b. An update on all capital projects planned for Fiscal Year 2022 through Fiscal Year 2025; and
- c. Whether the capital projects begun, in progress, or concluded in Fiscal Year 2019, Fiscal Year 2021, or Fiscal Year 2022, to date have an impact on the operating budget of the Department? If so, please provide an accounting of such impact.

DFHV has no capital projects.

- 24. Please provide a list of all budget enhancement requests (including, but not limited to, capital improvement needs), for Fiscal Year 2021 and Fiscal Year 2022, to date. For each, please include a description of the need and the amount of funding requested.**

DFHV had no budget enhancement requests in FY21 and FY22.

- 25. Please list, in chronological order, every reprogramming in Fiscal Year 2021 and Fiscal Year 2022, to date, which had an impact on the Department, including those which moved funds into the Department, out of the Department, and within the Department. For each reprogramming, please list the date, amount, rationale, and reprogramming number, and indicate whether a reprogramming impacted the Department's ability to carry out a**

directive or recommendation of the Committee. Please include the revised, final budget for the Department after the reprogramming for Fiscal Year 2021 and Fiscal Year 2022.

A) Local Funds Re-Programming

B) SPR Funds Re-Programming

See attachment Q25 - Reprogramming

26. Please list each grant or sub-grant received by the Department in Fiscal Year 2021 and Fiscal Year 2022, to date. List the date, amount, and purpose of the grant or sub-grant received. Additionally, please provide the following:

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

DFHV did not receive any grants in FY21. In late FY22 or early FY23 DFHV will receive an Enhanced Mobility Grant from the Metropolitan Washington Council of Government (COG). No FTE's will be dependent on the grant funding.

27. Please describe any grant the Department is, or is considering, applying for in Fiscal Year 2022.

DFHV applied for an Enhanced Mobility grant from COG in FY21 and is currently not considering applying for any additional grants.

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

There are currently no pending lawsuits.

29. Please list all settlements entered into by the Department, or by the District on behalf of the Department, in Fiscal Year 2021 or Fiscal Year 2022, to date, and provide the parties' names, the amount of the settlement, and, if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g., administrative complaint, etc.).

DFHV entered into one settlement of an appeal case, Case No. 21-AA-70, which involved the suspension of a taxicab driver. In the interest of judicial economy, DFHV agreed to dismiss a related notice of infraction after receiving evidence that the basis of the infraction was no longer valid.

- 30. Please list and describe any ongoing investigations, audits, or reports on the Department or any employee of the Department, including, but not limited to, personnel complaints, or any investigations, studies, audits, or reports on the Department or any employee of the Department that were completed during Fiscal Year 2021 and Fiscal Year 2022, to date, along with the Department's compliance or non-compliance with any recommendations.**

Confidential Vehicle Inspection Officer Complaint; DFHV concluded an investigation of citizen complaint regarding misconduct by an individual Vehicle Inspection Officer (VIO). We were unable to substantiate the complaint.

- 31. Please provide the total number of administrative complaints or grievances filed against the Department in Fiscal Year 2021 and Fiscal Year 2022, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to Department policies or procedures that have resulted from complaints or grievances. As it relates to a constituent challenging the Department's response to grievances, please indicate:**

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

Office of Employee Appeals: 2

Office of Human Rights: 2

DFHV follows all procedures outlined by the respective governing body, including conducting the necessary investigations, ensuring timely, accurate and truthful responses, and making needed adjustments. DFHV is and has always been responsive, cooperative and open to settlement, when appropriate.

(A) DFHV follows the guidance outlined in the District Personnel Manual, which guarantees Employees due process via a hearing Officer in the case of OEA or an EEO counselor, the case of OHR.

(B) In both cases, a Director's final decision is appealable to the respective administrative tribunal.

(C) No, this information is not on the agency's website.

- 32. Please describe the Department's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. Please list and describe**

any allegations received by the Department in Fiscal Year 2021 and Fiscal Year 2022, to date, whether those allegations were resolved.

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

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

In FY21, there was 0 complaint(s). In FY22 to date, the agency has 0 complaints.

- 33. Please provide the number of FOIA requests received during Fiscal Year 2021 and Fiscal Year 2022, to date. Please include the number of requests which were granted, partially granted, denied, and pending. Please also provide the average response time, estimated number of FTEs required to process requests, and the estimated number of hours spent responding to these requests. For FOIA requests disposed of because no records or Department records containing the requested information exist, please describe the nature of the request.**

FY21

Number of requests granted, in whole 1
Number of requests granted, in part, denied in part 1
Number of requests referred, or forwarded to other public bodies 0
Number of requests denied, in whole 6
Other disposition (No responsive records available) - 3
Number of requests pending 0

Total Received 11

Average number of days to process 12.5
Estimated number of FTEs to process requests 1
Estimated number of hours spent responding to requests 35
Cost of compliance \$0

FY22

Number of requests granted, in whole 0
Number of requests granted, in part, denied in part 1
Number of requests referred, or forwarded to other public bodies 0
Number of requests denied, in whole 0
Other disposition (No responsive records available) 0

Number of requests pending 1
Total Received 1

Average number of days to process TBD
Estimated number of FTEs to process requests TBD
Estimated number of hours spent responding to requests TBD
Cost of compliance TBD

- 34. Please provide a copy of the Department’s Fiscal Year 2021 performance plan. Please explain which performance plan objectives were completed in Fiscal Year 2021 and whether they were completed on time and within budget. If they were not, please provide an explanation.**

See attachment Q34.

- 35. Please provide a copy of the Department’s Fiscal Year 2022 performance plan, as submitted to the Office of the City Administrator.**

See attachment Q35.

- 36. Please provide a list of all studies, research papers, reports, and analyses that the Department prepared, or contracted for, during Fiscal Year 2021 and Fiscal Year 2022, to date. Please state the status and purpose of each and attach a copy.**

There have been no studies, research papers, reports or analysis prepared or contracted for in FY21 or FY22, to date.

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

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

Description: The agency sends reports to the D.C. Council in compliance with this requirement.

Reporting Requirement: On November 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 at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>).

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

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

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

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

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

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

- 38. Please identify any boards or commissions associated with the Department, and please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in Fiscal Year 2021 or Fiscal Year 2022, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month. Finally, please indicate whether the board or commission met virtually or in person.**

See attachment Q38 – for FHVAC Agendas

Per the Mayor’s Office on Talent and Appointments guidance during the public health emergency, meeting recordings are used in lieu of transcripts. Meeting recordings can be found here:

- [December 15, 2020](#) - Meeting Audio
- [March 16, 2021](#)- Meeting Audio
- [June 22, 2021](#) - Meeting Video
- [September 28, 2021](#) - Meeting Video
- [December 14, 2021](#) - Meeting Video

Member roster and attendance are in the table below.

					Attendance in FY21 and FY22				
First	Last	Appt Date	Term end	Ward	12/15/2020	3/16/21	6/22/21	9/28/21	12/14/2021
Roy	Spooner	11/3/2020	7/18/2022	MD resident	x	x	x	x	x
Ryan	Sullivan	2/13/2020	1/30/2023	Ward 4	x	x		x	
Dotti	Love-Wade	7/7/2017	7/18/2023	Ward 1	x		x	x	x
Linwood	Jolly*	7/18/2016	7/18/2022	Ward 4	x	x	x		x
Anthony	Wash	7/18/2016	7/18/2021	Ward 6					
David	Lipscomb	2/13/2020	1/30/2023	Ward 1		x	x	x	x
Anthony	Thomas	4/13/2020	1/30/2023	Ward 4	x	x	x	x	x
Dawit	Dagnew	4/13/2020	1/30/2023	Ward 1	x	x	x	x	
David	Do			Ward 5	x	x	x	x	x
*Chair									

39. Please describe how the Department solicits feedback from customers.

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

DFHV values transparency and is committed to accountability; thus, customer feedback is critical to fulfilling agency responsibilities. Among the platforms used to engage customers are the following: agency website has an “Ask The Director” link; social media sites Twitter and Facebook; community appearances; quarterly surveys and monthly electronic newsletters; and direct face-to-face interaction via the Client Services Department. In addition, DFHV also continues to reach out to drivers and customers alike by offering surveys via on its website, in-person (for trainings and through meetings), and via phone calls.

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

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

40. **Please attach copies of the required annual small business enterprise (SBE) expenditure reports for the Department for Fiscal Year 2019, Fiscal Year 2022, and Fiscal Year 2022, to date.**
 - a. **D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the Department engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the Department intends to make during the next fiscal year to achieve their SBE expenditure goal. Has the Department submitted the required information for Fiscal Year 2022? If so, please provide a copy as an attachment. If not, please explain.**

See Attachment Q40.

Personnel

41. **Please separately list each Department employee whose salary was \$100,000 or more in Fiscal Year 2021 and Fiscal Year 2022, to date. Please provide the name, position number, position title, program number, activity number, salary, and fringe for each. In addition, please state the amount of any overtime or bonus pay received by each employee on the list.**

See attachment Q41– Employee Salary Report

- 42. Please list, in descending order, the Department’s top 25 overtime earners during Fiscal Year 2021 and Fiscal Year 2022, to date. For each, please state the employee’s name, position number, position title, program number, activity number, salary, fringe, and the aggregate amount of overtime pay earned.**

See the response to Q11d.

- 43. For Fiscal Year 2021 and Fiscal Year 2022, to date, please provide a list of employee bonuses or special award pay granted, which identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.**

Please see the response to Q11d.

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

DFHV managers are required to develop, communicate, and finalize employee performance evaluation, providing employees with a full fiscal year to achieve their goals and be properly evaluated. In FY21, DFHV completed 100% of its evaluations.

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

See attachment Q45 – Collective Bargaining Agreements.

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

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

- 47. Please provide the total number of complaints or grievances from employees or former employees that the Department received or was made aware of in Fiscal Year 2021 and Fiscal Year 2022, to date, including, but not limited to, matters concerning program implementation and work environment.**

Office of Employee Appeals: 2

Office of Human Rights: 2

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

There were no additional trainings or continuing education requested or completed by staff in FY21 and FY22, to date. The DFHV supports and accepts training requests and opportunities from all employees.

- 49. Please discuss any training deficiencies the Department identified during Fiscal Year 2021 and Fiscal Year 2022, to date, and any plans the Department has to address those deficiencies.**

DFHV does not have any training deficiencies. The DFHV staff completed all mandatory trainings, 100% Cybersecurity, 100% Vision Zero and 100% Contact Tracing.

- 50. Since the beginning of the COVID-19 public health emergency, employers, including the District government and its agencies have adjusted to remote work. More recently, some employers have begun implementing hybrid remote work/in-person work schedules. Please describe how the Department has been operating during the public health emergency (i.e., whether employees have been working remotely, in-office, or hybrid, whether certain positions require in-person work, etc.). Include any plans for future adjustments.**

Since the beginning of COVID-19 public health emergency, DFHV has had to make operational changes depending on the situational updates received. In Fiscal Year 2021, DFHV implemented a hybrid remote work/in-person work schedules for departments that are not public-facing and where it's possible to perform duties via telework. Our Client Services Department and Vehicle Inspection Officers continued to operate in-person daily to continue providing services to the public.

DFHV returned to three days in the office for all team members in the fall of 2021. Due to the Omicron surge in late December 2021, management and staff are currently 100% telework until January 31, 2022, except for the Office of the Director, DC SchoolConnect, Client Services and Enforcement, who are in-person. After that date, staff and managers will be in the office three days a week.

- 51. Please describe any teambuilding exercises, outreach, or other activities in which the Department has engaged to support employees working remotely.**

During the COVID-19 public health emergency, the DFHV managers conducted daily check-ins with employees. These check-ins helped employees feel heard and valued by keeping all lines of

communication open. DFHV hosted various virtual meetings to keep the team updated on the latest agency information, to maintain contact with colleague and offer team building exercises. For example, DFHV hosted All Hands-on Deck Staff Meetings, DFHV regularly shares information and encourages activities related to DCHR's health and wellness program offerings.

Agency Operations

52. Please describe how the Department has adjusted agency operations due to the COVID-19 public health emergency, including whether and how the public health emergency has affected agency operations and how the Department is supporting employees working remotely to ensure they are able to perform their duties.

DFHV has taken several steps to adjust agency operations due to COVID-19 public health emergency. First, most DFHV staff were working remotely 100% of the time. Those employees perform official day-to-day duties based on the position being held, needs of the agency or its department(s) and to the maximum extent possible, without diminishing or hindering the employee's performance or the quality and timely submission of deliverables while teleworking. DFHV's IT department ensured that employees have necessary equipment to perform their duties such as laptops, tablets, cell phones and VPN connections and provided routine troubleshooting of IT issues.

DFHV has modified operations to ensure adequate staffing of certain functions and provide service to the public, while ensuring the safety of staff and the public. These modifications include:

Client Services – The DFHV Client Services department has returned to normal operations effective July 2021. Customers desiring in-person services are required to wear PPE (face masks). Most DFHV transactions have been automated and can be completed online to minimize the number of in-person visits within the DFHV service center.

Enforcement – DFHV has expanded its street enforcement schedule from 6:00 AM to 10:30 PM for Monday through Wednesday and from 6:00 AM to 2:30 AM for Thursday through Saturday. DFHV VIOs are continuing normal enforcement activities, but are also advised to follow general best safety practices, especially while in the field, such as: keeping at a safe distance of at least six feet; conducting virtual roll calls; wearing a mask at all times; handing out pamphlets and information, whenever directed, to drivers by placing it on the driver's vehicle for the driver to pick up and using their PA system, wherever possible, as a means of communicating with the public safely. Each VIO has been assigned a vehicle for their own use and provided PPE supplies on a timely basis.

Facilities - DFHV's Facilities team maintains, tracks, and reorders PPEs for departments, as well as grant providers offering public services. The Facilities team also comes to the office weekly to ensure receiving and distribution of PPE for the team is accurately accounted and reported.

During the Coronavirus pandemic, For FY21: DFHV has distributed 24,842 individual pieces of PPE to the industry and 2,875 pieces of PPE to active DFHV staffers. For FY22, DFHV has distributed 2,376 individual pieces of PPE to date.

Public Meetings - DFHV has continued to offer all public meetings on schedule, including the For-Hire Vehicle Advisory Council, Accessibility Advisory Committee, Transport DC User Group, and other occasional meetings (e.g., industry roundtables). DFHV uses remote meeting technology to conduct these meetings.

Microtransit DC SchoolConnect (DCSC) – DCSC team’s operation follows DC Public School’s schedule to provide students with transportation to and from school. When not providing information or assistance in-person, the DCSC team mostly meets virtually.

53. Please describe any initiatives that the Department implemented in Fiscal Year 2021 and Fiscal Year 2022, to date, to improve the internal operations of the Department or the interaction of the Department with outside parties. Please describe the results, or expected results, of each initiative.

In both FY21 and FY22, to date, DFHV continues to engage the for-hire companies, drivers and the riding public on agency policy and operations for transparency in several ways:

- 1) Held industry roundtables in January and March 2021 with stakeholders and developed the Industry Recovery Blueprint which lays out the actions that DFHV can take in the next few years to help the industry recovery.
- 2) For-Hire Vehicle Advisory Council meetings and executive sessions.
- 3) The Accessibility Advisory Committee which advises DFHV on accessibility for people with disabilities and provides a forum for dialogue between the disability community and the for-hire industry.
- 4) The Transport DC User Group with riders and providers to discuss operations and troubleshoot issues.
- 5) Monthly newsletters with the latest operational changes and other DFHV updates.
- 6) DFHV also provides updates on program operations for providers and users via emails, text blasts and phone calls.
- 7) DFHV has been offering and promoting the options for online application and payment processes for drivers. In-person services are also available.

8) DFHV also hosts a Taxi Tele-townhall and Quarterly For-Hire Vehicle Virtual Info Sessions. DFHV has used virtual meetings, phone, email, DFHV's website and social media platforms to communicate transparently with stakeholders.

9) DFHV also partnered with the Metropolitan Police Department (MPD) and the Department of Motor Vehicles (DMV) to host a For Hire Day where license holders were able to renew their vehicles and Face ID licenses with all applicable fees waived.

10) DFHV developed chat feature to its website which allows drivers and/or public to easily submit questions online. The chat is accessible during regular business hours.

11) DFHV continued to migrate more application processes online. For example, drivers can upload updated driver's license online by logging onto their accounts.

12) DFHV completed the Operator Wellness Project where staff engaged in daily calls with taxi operators to inquire about their well-being and provide relevant information relevant to the pandemic. DFHV reached 2,500 operators.

54. Please list each new program implemented by the Department during Fiscal Year 2021 and Fiscal Year 2022, to date. For each initiative, please provide:

- b. A description of the initiative, including whether it is related to the COVID-19 public health emergency or post-pandemic recovery;**
- c. Funding required to implement the initiative; and**
- d. Any documented results of the initiative.**

Driver Fee Relief

To encourage drivers back to on the road, DFHV partnered with MPD and DMV to implement the Driver Fee Relief program in both FY21 and FY22. DFHV waived the Face ID renewal fees and company operating authority renewal fees. Other fees related to taxi driver renewal (police background report, driving record report) and taxi vehicle annual renewal fees (vehicle registration and inspection fees) were also waived.

Cost: FY21 \$1.8M and FY22 \$1M. This is post-pandemic recovery related.

Innovative alternatives for Taxi Lights

In FY21, DFHV successfully integrated new taxi lights with the taxi meter and with remotely triggered DFHV announcements. These new taxi lights provide new features that benefit the public, drivers and passengers -- public service announcements can be made, additional income for drivers can be generated through advertising partnerships, alert passengers that their e-hailed taxi has arrived, and display price discounts to the public. DFHV partnered with VIP taxi company to integrate 75 new innovative taxi lights to test and demonstrate this project and to

hand off to the private sector a financially self-sustaining, technologically sophisticated light solution. These lights were purchased from late FY20.

Cost: \$0. This was not pandemic related project.

DC SchoolConnect Launch

DC SchoolConnect is a new DFHV Safe Passage pilot program that provides transportation for students at 25 public and public charter schools within Ward 7 and Ward 8 of the District of Columbia. SchoolConnect provides a transportation option for children within identified Safe Passage zones to safely and reliably get to school. The program uses a mix of vehicles to provide shared rides to and from convenient neighborhood stops at scheduled times and accommodates before and after school programs. Since it launched on August 30, 2021, the program has provided students with 7,836 one-way trips to school.

Cost: FY21: 58,998 FY22 \$6.126M. This was not pandemic related project.

Promise Rides

In coordination with Building Blocks DC, DFHV has launched a new program called “Promise Rides” to provide direct transportation services to individuals impacted by gun violence in reaching employment, education, healthcare, community services, and any Building Blocks DC initiatives. Mayor Bowser created the Building Blocks DC initiative to focus on gun violence prevention in the primary areas where gun violence is occurring in the District.

Cost: FY21: 10,000 FY22: \$150,000 This was not a pandemic-related project.

My Rides

On June 15, 2021, DFHV launched My Rides to provide free on-demand rides to and from treatment services to people with opioid use disorder (OUD). The service is a partnership between the Department of Behavioral Health (DBH) and Department of For-Hire Vehicles (DFHV).

Cost: \$ FY 21: \$18,840.75. This was not a pandemic-related project.

DC Neighborhood Connect (DCNC)

DFHV successfully restored DCNC in June 2021 and has since completed 27,300 trips. DCNC is shared ride shuttle service. Service in both zones has been restored; in the original zone includes parts of Wards 1, 4, and 5 and the East of the River zone includes most of Ward 8. This program provides residents a low-cost transportation resource in an area that has very few. Fares remain free given Metrorail service disruptions. Residents can use DCNC to connect to any location within a zone, such as grocery stores, metro stations, healthcare facilities, and educational institutions.

This program launched in 2020 but was suspended due to public emergency. It has completed 73,000 rides since the beginning of the program.

Cost: FY21: \$58K and FY22: \$1.66M This was not a pandemic-related project.

- 55. Please explain the impact on your Department of any legislation passed at the federal level during Fiscal Year 2021 and Fiscal Year 2022, to date, which significantly affected DFHV operations. If regulations are the shared responsibility of multiple agencies, please note.**

No federal legislation significantly impacted DFHV operations in FY21 or FY22, to date.

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

DFHV is responsible for oversight and implementation of Title 31 DCMR, Taxicabs and Public Vehicles For Hire.

The most recent permanent revision was an amendment of Chapter 6, sections 609.3 and 609.4, TAXICAB PARTS AND EQUIPMENT, on December 4, 2020; it amended the maximum public vehicle for hire age to ten (10) model years and amended the maximum mileage to three hundred thousand (300,000) miles.

The most recent emergency revision was an amendment to Chapter 18, WHEELCHAIR ACCESSIBLE PARATRANSIT TAXICAB SERVICE, Section 1896.10, on September 29, 2021, which was amended to adjust the maximum fare for the Transport DC Program.

- 57. Please identify any statutory or regulatory impediments to the Department's operations, including any outstanding legislative requirements of the Department (e.g., implementation of rulemakings).**

None. DFHV is operating fully and efficiently despite the COVID-19 public health emergency.

- 58. Please identify all electronic databases maintained by the Department, including the following:**

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

Quick Base – A database platform continually maintained and hosted by OCTO for the entire D.C. Government. DFHV uses Quick Base to track purchase requests, performance reviews of contracts, and the status of agency projects.

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

We do not allow public access to this system.

Salesforce – A customer relationship management (CRM) platform hosted and maintained in the Salesforce Government Cloud. DFHV uses Salesforce as its system of record for registration information on drivers, vehicles, taxicab companies, and DDS providers. DFHV’s Salesforce portal also allows online applications for Face IDs, One Stops, and applications for operating authority for companies, DDS, DTS, and PSB providers.

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

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

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

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

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

We do not allow public access to this system.

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

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

We do not allow public access to this system.

- 59. Please provide a detailed description of any new technology acquired in Fiscal Year 2021 and Fiscal Year 2022, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.**

DFHV has spent \$12,315 on new Dell laptops to replace some existing, aging laptops and to provide the agency with spare computers for flexibility. The laptops are used at DFHV or at employees’ homes while teleworking, or at DFHV for taxi drivers who need to use a computer to accomplish various tasks with the Department.

For the new School Connect program, DFHV has spent \$1,344 on Timesheet Mobile, a mobile timesheet app, and \$3,825 for Zello, a walkie-talkie app.

- 60. Please describe any steps the Department took in Fiscal Year 2021 and Fiscal Year 2022, to date, to improve the transparency of Department operations. Please describe whether the COVID-19 public health emergency posed any impediment to the Department's transparency and, if so, how the Department addressed those challenges,**

In FY21:

1) DFHV hosted Taxi Tele-townhall, Virtual Taxi Driver Forum, Industry Roundtable meetings, and Virtual Quarterly Info Sessions to continue providing updated information on operational matters and opportunities.

2) DFHV also completed a Body Worn Camera (BWC) Pilot Program in the agency's Compliance and Enforcement Division. Body Worn Cameras will make DFHV enforcement officers more efficient and accountable in delivering their daily duties and responsibilities and improve customer/stakeholder experience. BWCs will help ensure transparency and improve efficiency of the adjudication process. The pilot program was limited in scope and size and primarily involve the Division's leadership team as participants for quality assurance and policy development purposes.

3) DFHV increased email, social media, robocalls and text blast messaging and phone-banking communications to reach stakeholders.

4) DFHV conducted internal All Hands-on Deck staff meetings to share relevant updates and answer questions. DFHV also conducted biweekly management meetings and a Weekly Coordination Calls for each department to share relevant updates.

5) DFHV also has an anonymous survey link where any collected feedback goes to the DFHV-HR and Chief of Staff to address concerns or answer questions, if needed.

In FY22, DFHV will continue all the above programs and efforts to maintain transparency of Department operations.

- 61. Please list the top five priorities for the Department, and please provide a detailed explanation for how the Department expects to achieve or work toward those priorities in Fiscal Year 2022.**

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

FY22 Priorities: Recovery, Equity and Efficiency

1. Industry recovery – opportunities to encourage industry diversification and innovation
2. Increase use of e-hailing by taxi drivers and the riding public
3. Improve wheelchair-accessible service in the for-hire industry
4. Support essential transportation East of The River
5. Virtual Client Services – continue to add more online services for drivers
6. Commercial Driver License Grant

FY2021 accomplishments include DFHV pivoted to help the for-hire industry, many of whom are more vulnerable to COVID. DFHV created the [“Industry Recovery Blueprint”](#) in FY2021 which outlines actions DFHV will take to help the industry recover from the impacts of the pandemic. DFHV also augmented key programs to respond to the needs of vulnerable residents during the pandemic:

1. Fee relief initiative (Face ID renewal, police background report, vehicle renewal, limo fees, company operating authority)
2. Delivery of PPE to program providers
3. Continued to increase online services for drivers and companies and supported the industry virtually
4. Distributed 1,000 free partitions to taxi drivers that prevent the spread of COVID between the back and front seats in a vehicle
5. Free DC Neighborhood Connect trips

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

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

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

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

- 64. Please provide an update of the Department’s participation in the Mayor’s Vision Zero initiative.**
- a. Please provide specific policies that the Department has adopted as a result of its participation in the task force; and**
 - b. The names and titles of the individual(s) who represent the Department in the task force meetings.**

DFHV is a member of the mayor's Vision Zero Working Group, which meets regularly to ensure interagency cooperation on this important safety issue. Our VIOs typically educate taxi drivers on safe driving when conducting fireside chats. We targeted safety issues such as illegal u-turns, obstructing traffic, and blocking bike lanes. Furthermore, DFHV added a Vision Zero component to the test that taxi and limo drivers are required to pass prior to the issuance of their renewal licenses. We are currently looking to refresh the training and to collect more data from other agencies about repeat safety offenses by for-hire drivers and vehicles.

The following DFHV staff represent the agency in the Vision Zero task force: David Do, Director; Eric Fidler, Chief Information Officer; Wendy Klancher, Senior Policy Advisor; Travis Nembhard, Administrator of Enforcement; and Abigail Zenner, Public Information Officer.

Program Specific Questions

- 65. Please provide the following data as of September 30, 2019, September 30, 2020, September 30, 2021, and January 1, 2022:**
- a. The number of public vehicle-for-hire companies subject to the Department’s compliance audits in Fiscal Year 2018, Fiscal Year 2019, Fiscal Year 2020, and Fiscal Year 2021 to date. Please describe the circumstances of such audits.**
 - b. Did any of these compliance audits result in decertification of the company or association for non-compliance? If so, how many?**

In Fiscal Year 2018, DFHV prepared monthly compliance reports which examined company’s compliance with key Title 31 DCMR provisions such as WAV (Wheelchair Accessible Vehicle),

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 (OTR) to conduct audits on the submission of 1% gross receipts surcharge by digital dispatch service (DDS) companies, which resulted in the recovery of 1% gross receipt from Lyft and Via totaling \$20,967.61 and \$3,063.99, respectively.

In Fiscal Year 2019 and Fiscal Year 2020, DFHV revamped its audit procedures and audit team. DFHV has a dedicated staff person and added one contractor for audit and compliance. Their duties included performing audits on the companies that DFHV regulates. In FY19, DFHV conducted 32 audits of taxicab companies.

In Fiscal Years 2020, 2021 and 2022, although DFHV paused audit activity at the beginning of the Public Health Emergency, we still forged ahead and performed audit planning for Digital Taxicab Service (DTS) providers and one of our grant program. When the transportation industry conditions improve, DFHV will be ready to kick-off both audits as planned. In Fiscal Year 2021, DFHV examined companies’ compliance with key Title 31 DCMR provisions such as WAV and the color scheme. Upon extensive investigation and review, we determined that all companies were following regulations.

In Fiscal Year 2022, DFHV initiated communication with Office of Tax and Revenue (OTR)/Office of the Chief Financial Officer (OCFO) to conduct the 1% gross receipts surcharge audit of the Digital Dispatch Service (DDS) companies. Discussions are still ongoing to renew the Service Level Agreement (SLA) between OTR and DFHV, which expired on September 30, 2021 and establish a date to commence the audit.

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

See attachment Q66 – Revenue Report

- 67. Please provide the amount of revenue generated from any other Department activities, including licensing, in Fiscal Year 2018, Fiscal Year 2019, Fiscal Year 2021, and Fiscal Year 2022, to date.**

See attachment Q66 – Revenue Report

- 68. Please provide the amount of funds collected by the Department (under the 1% gross receipts provision) from companies providing digital dispatch service to private vehicles-for-hire in Fiscal Year 2021 and Fiscal Year 2022, to date, broken down by quarter and company. Please explain how the accuracy of these payment is verified.**

See attachment Q66 – Revenue Report

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

69. Please discuss how many digital taxicab solution (DTS) providers currently service the District and please identify the six largest DTS providers in the District and include their market share percentage. Please describe the role DTS providers serve in assisting with the modernization of the taxicab industry.

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

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

70. Please describe the Department's efforts, to date, in increasing the availability of and options for wheelchair accessible vehicle-for-hire service in the District. Please also include how many District taxicabs are wheelchair accessible, and how many additional vehicles the Department anticipates will be wheelchair accessible by the end of Fiscal Year 2022.

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

Accessibility is a major priority for DFHV. DFHV's current goal and requirement is that taxi companies with 20 or more vehicles must have 12% of its fleet wheelchair-accessible. This requirement means that there are 250 WAVs as of December 2021. DFHV anticipates a similar number of WAVs at the end of FY22. DFHV finds this number of WAVs to be adequate to serve demand and will keep the requirement at 12% as industry relief.

Short-term actions DFHV has taken to encourage accessibility include monitoring the number of WAVs that are active and taking trips and gives a monthly WAV report to the Accessibility Advisory Committee. Transport DC provides taxi companies with business opportunities for WAVs and their drivers. The Transport DC (TDC) program provides \$10 to WAV drivers for every TDC wheelchair trip taken; the normal rate is \$5. DFHV also hosts the Accessibility Advisory Committee established by the DC Council to advise on accessibility issues in the for-hire vehicle industry; both taxi companies and transportation network companies (TNCs) participate along with disability advocates. DFHV is in regular communications with taxi and TNCs about their WAV availability and offerings. DFHV will be requiring all WAV taxis to be on digital or phone dispatch in late FY22 or FY23. DFHV is also working with Union Station to bring back the WAV Fast Pass pilot program which gave high performing WAV drivers a pass to go to the front of the taxi line at Union Station.

DFHV applied for an Enhanced Mobility Federal Transit Administration (FTA) grant through the Metropolitan Washington Council of Governments to support WAVs under the Transport DC program. DFHV expects the grant to begin in late FY22 or early FY23. The grant will provide financial incentives for WAV drivers and a WAV repair fund for drivers and vehicles in the

Transport DC program.

71. How many “Failure to haul” citations did the Department issue in Fiscal Year 2021 and Fiscal Year 2022, to date? Please discuss what the Department has done to address failure to haul.

See the chart below:

	P129: Taxicab Refuse to Haul Passengers	T686: Refusing to Haul Passengers in a Taxicab
FY21	0	4
FY22, to date	0	0
Total:	4 NOIs (T686)	

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

72. Please provide the number of complaints that the Department received in Fiscal Year 2021 and Fiscal Year 2022, 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.

See the chart below:

	Non-installation	Non-working	Refusal to accept credit cards
FY21	0	0	8
FY22, to date	0	3	2

73. Please provide the number of Notices of Infractions that Department inspectors issued to taxicab operators in Fiscal Year 2021 and Fiscal Year 2022, 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.

See the chart below:

FY21	T236 - Tampering with a meter or seal	T237 - Operating Without a Meter	T238 - Operating With a Non-Functioning Meter
Oct '20	0	2	0
Nov '20	0	1	1
Dec '20	0	1	0
Jan '21	0	4	0
Feb '21	0	4	11
Mar '21	0	6	5
Apr '21	0	2	1
May '21	0	7	4
June '21	0	2	8
July '21	0	5	13
Aug '21	0	10	6
Sept '21	0	10	3
Total:		106 NOIs (T237/T238)	

FY22	T236 - Tampering with a meter or seal	T237 - Operating Without a Meter	T238 - Operating With a Non-Functioning Meter
Oct '21	0	3	6
Nov '21	0	1	1
Dec '21	0	9	1
Jan '22	0	2	1

Total:		24 NOIs (T237/T238)
--------	--	---------------------

74. Please provide the number of Notice of Infractions referred to the Office of Administrative Hearings in Fiscal Year 2022 and Fiscal Year 2022, to date.

DFHV does not refer cases to OAH. The driver must request a hearing with OAH if they choose to Deny the Notice of Infraction.

75. Please provide the number of consumer complaints receive by the Department in Fiscal Year 2021 and Fiscal Year 2022, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft.

In FY21, DFHV received 49 complaints against private for-hire. In FY22, to date we have received 22 complaints.

76. Please describe impediments, if any, the Department faces in resolving complaints related to private vehicle-for-hire service. What difficulties, if any, does the Department encounter when cooperating with a digital dispatch service to resolve consumer complaints?

DFHV receives and processes private for-hire vehicle complaints from the public. DFHV then notifies the company of the complaint where they initiate their own investigation. Within the required timeframe, the company will send DFHV the outcome of their investigation in writing. DFHV then notifies the complainant of the outcome. All providers are cooperative in resolving complaints.

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

A. Whether the Department shares the complainant’s personal information with the private for-hire company, and, if it does, how much personal information is shared;

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

B. Whether there are privacy concerns likely to arise when the Department shares a complainant’s personal information with private for-hire companies; and

There are no privacy concerns as personal information is not required for submitting a complaint.

C. Whether there is an alternative solution to resolve a complaint of this nature that does not require sharing the complainant’s personal information with the private for-hire company.

Complainants can submit anonymous complaints.

- 78. Please describe the various Department alternative paratransit programs, including:**
- a. The budget and expenditures for Fiscal Year 2021 and Fiscal Year 2022, to date, for each program;**
 - b. Whether the program is fully functioning or a pilot program;**
 - c. The number of participants in Fiscal Year 2021 and Fiscal Year 2022, to date;**
 - d. Costs to users of the program; and**
 - e. Costs or savings to the District.**

DFHV offers one paratransit alternative program, Transport DC. The program is fully functioning. Transport DC provides a premium, same day, cost effective alternative transportation service for MetroAccess-eligible customers which includes people with disabilities and older adults. On October 1, 2021, DFHV implemented changes to the Transport DC program to ensure that the program is sustainable and available in the future for people who depend on it. Transport DC users are provided up to 10 one-way trips per month; the fare was raised from \$5 to \$7. The fare had not been raised since the inception of the program in 2012 and the \$7 prices the service in line with a same-day, premium taxi service and MetroAccess fares. Less than 2% of users since October 1, 2021, have used all 10 trips in a month. Customers who use Transport DC to get to and from dialysis are exempted from the 10 trip/month cap.

In FY21, Transport DC provided 203,436 rides, served an average of 2,450 individuals per month, and spent \$4,364,028.

In FY22 (through 1/15), Transport DC provided 43,911 rides, served an average of 2,400 individuals per month, and spent \$961,889.

- 79. Please discuss the DC Neighborhood Connect program and describe the geographic regions served, including an update on its launch East of the River.**

DC Neighborhood Connect (DCNC) is an on demand shared ride shuttle service that operates in two service zones in the district. Zone 1 provides service to portions of Wards 1, 4 and 5. This zone is bordered by Georgia Ave (W), Eastern Avenue (E), and Florida Avenue and Bladensburg Road on the south. Zone 2 (East of the River) provides service to the majority of Ward 8 and is bordered by Pennsylvania Ave SE (N), Southern Ave SE (E), and Anacostia Fwy (W).

DCNC relaunched in June of 2021 after suspension in March of 2020 due to the public health emergency. June 2021 saw the relaunch of the original Zone 1 service area and the following month in July, the relaunch of the East of the River Zone. Since the June relaunch, DCNC has provided rides to just under 29,000 passengers, and 73,000 passengers since program inception in June of 2019.

DFHV plans to expand the DCNC program in March 2022 to provide new and improved transportation services to NOMA, Trinidad, Ivy City and Fort Lincoln communities. DFHV is currently in the process of planning routes.

80. Please provide an update and description of the DC School Connect program, including a description of the geographic area served and the impact of the pandemic on implementation of the program. Please also include the following:

- a. A list of participating schools;**
- b. The number of shuttles/cars in use for each school and each vehicle’s capacity; and**
- c. A list of metrics the Department uses to evaluate the effectiveness of the program, including any desired attendance or Safe Passage outcomes.**

DC SchoolConnect is a DFHV Safe Passage pilot program to provide first and last mile transportation for students at 25 eligible public and public charter schools within Ward 7 and Ward 8. It provides a transportation option for students within identified Safe Passage zones to safely and reliably get to school. The program uses a mix of vehicles to provide shared rides to and from convenient neighborhood stops at scheduled times and accommodates before and after school programs.

The current fleet of 32 contracted sedans, SUVs and vans perform 36 sets of runs daily at 17 schools in the service area. The program is currently in transition to acquire higher capacity (16-24 passenger) vehicles which will replace multiple vehicles at schools with higher ridership. Smaller routes will continue to be served by lower capacity vehicles.

The program primarily tracks ridership to evaluate the program’s goal of safely transporting students to school. Between its launch on August 30, 2021, and January 10, 2022, the program has provided students with 7,836 one-way trips to school. COVID-19 has affected roll out in a number of ways including student transportation disruption due to quarantine, staff absences due to exposure, driver shortage, difficulty sourcing higher capacity vehicles due to supply chain delays, and ongoing uncertainty which has led to hesitancy in some families to join a new program.

School	# of vehicles	Vehicle Capacities	Current Students
Thurgood Marshall Academy PCS	2	4 each	6
Friendship Blow Pierce MS PCS	1	4	2
<i>Friendship Blow Pierce ES PCS</i>	*	4*	2
Statesmen College Prep PCS	1	6	6
KIPP Inspire Academy PCS	1	4	2
<i>KIPP Honor Academy PCS</i>	*	4*	1
DC Prep Anacostia MS PCS	6	4-6 each	26

Center City PCS	2	4 each	15
Cesar Chavez PCS	1	4	2
Excel Academy DCPS	7	4-6 each	28
Savoy ES DCPS	1	4	3
Kramer MS DCPS	2	4 each	3
King ES DCPS	1	4	1
Ketcham ES DCPS	4	4-6 each	17
Kelly Miller MS DCPS	1	5	5
Anacostia HS DCPS	1	4	1
Ballou HS DCPS	5	4 each	16

c. Below are KPIs and Workload Measures for DCSC Program:

KPI: Percent of Trips Without Incident

Workload Measure: Total # of Transported Students; Active Student Count

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

DFHV is receiving \$150,000 to support gun violence prevention through the Promise Ride program. The funding will be used to set up Cloudcall for dispatching, a grant management tool subscription fee, trip costs, EventHub, marketing and outreach.

82. Please describe the effect of the COVID-19 public health emergency on the for-hire industry and provide an update on the industry’s level or recovery during Fiscal Year 2021 and Fiscal Year 2022, to date, as compared to pre-pandemic numbers.

During FY 2021, the revenues generated by DFHV was significantly impacted due to the extended public health emergency as denoted in the quarterly revenue reports filed with DC Council.

In FY 21 Q4, the revenue picked up significantly in comparison to the previous year as the public health emergency ended (replaced with public emergency), and the District Government reopened for business. As of FY 22 Q1, the revenues earned was 41% of the total revenues earned in FY 21.

83. Discuss any efforts by the Department to support the for-hire industry and drivers through post-pandemic recovery, including any grants or other financial assistance. Please also

describe any efforts by the Department to help the industry adapt to circumstances during the pandemic (i.e., whether DFHV has allowed taxi drivers to deliver packages or groceries etc.)

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

- Provided driver relief through license fees waiver (renewals for For Hire Licenses, One-Stop vehicle registrations).
- Implemented various operational changes (temporary license, mailing Face ID license) to support the driver relief program.
- Provided online services for drivers and operators to apply for a license, register a vehicle, and obtain other regulatory required services.
- Continued to distribute PPE and cleaning supplies to taxi companies that are provides under DFHV grant programs. 24,842 pieces of PPE distributed in FY21 and 2,376 in FY22, to date.
- Completed Driver Wellness Program where staff called taxi operators daily to engage them by inquiring about their well-being and provide information on available pandemic resources. DFHV reached 2500 operators.
- Met with industry stakeholders and developed the [Industry Recovery Blueprint](#) which lays out the actions that DFHV can take in the next few years to help industry recovery.
- Continued to provide funding to the industry for various programs (i.e., Transport DC, Education First, etc.)
- Started the Commercial Driver License (CDL) Grant Program which trains taxi operators to become CDL driver and to also provide driving services to the DC SchoolConnect program.
- Extended vehicle age limit on vehicles expiring in January 2022 by six months to July 2022.

84. The DFHV Industry Recovery Blueprint discusses short, medium and long term goals and strategies for the for-hire industry moving forward. One suggestion included in the Blueprint was vocational learning such as enable taxi drivers to obtain a Commercial Driver License. How would such a program help support the for-hire industry?

DFHV considered the need to balance both the availability of drivers for a healthy for-hire industry and the need to provide other opportunities to drivers to generate income. With the demand for taxi trips down 80% compared to before the pandemic, there isn't the business to support all 2,400 drivers in the industry. DFHV is offering a limited number of drivers (approximately 38) the opportunity to get trained for a Commercial Driver's License and drive a school bus for the DFHV's SchoolConnect program. DFHV is also aware of the driver shortage in the taxi industry and created the Driver Fee Relief program to attract drivers back to industry.

See the response to Question 54 for more information about Driver Fee Relief.

85. The Blueprint also suggests moving the taxi industry toward digital dispatch, but this shift may be a barrier for individuals who not have the necessary technology or financial tools

(e.g., a smart phone or debit/credit card). Does the availability of digital dispatch still allow the street hail and cash payment options?

Yes, taxi drivers will still be allowed to pick up street hails and accept cash for payment. DFHV conducted several outreach sessions with taxi drivers and company owners about the recovery ideas in the Blueprint, and there was wide agreement that the future of the industry is in digital dispatch or e-hailing. Drivers who were signed up for digital dispatch during the pandemic did much better than drivers who solely relied on street hails.

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

DFHV continues to work with the industry to determine which regulations may need to be changed or simplified. Through this dialogue we have identified some changes that will make it easier for DTS and DDS companies to offer innovative payment methods and the option for customers to pre-pay. To ensure we can fully effectuate these changes during this fiscal year, we have hired a new attorney to support this very important effort.

- 87. The Department is on the Districted automated vehicle (“AV”) working group, which will make recommendations for AV Testing. What would this mean for the for-hire industry and, for drivers who depend on the industry for income?**

DFHV is part of the Autonomous Vehicle (AV) Working Group through the Office of the Deputy Mayor for Operations and Infrastructure. Our recommendation for AV testing includes ensuring that the Department has a role in any AV testing that provides for-hire passenger service. DFHV has advocated that any AV testing regime comply with the District’s for-hire regulations, protect passenger safety, ensure fair and honest business practices, and promote equity.

By insisting on passenger safety, fairness, and equity in the AV testing phase, DFHV is helping the industry build these principles into their operations before they are ready to deploy their AV fleets beyond a testing phase. We do not foresee driver income changing on account of AV testing programs.