



DEPARTMENT OF FOR-HIRE VEHICLES

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF FOR-HIRE VEHICLES**

OFFICE OF THE DIRECTOR

February 5, 2018

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

Re: Responses to FY 2017 and FY 2018 to date Performance Oversight Questions

Dear Chairman McDuffie:

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

I look forward to appearing before the Committee to discuss DFHV's activities in FY17 and FY18, to date. Thank you for the opportunity.

Sincerely,

D.C. DEPARTMENT OF FOR-HIRE VEHICLES

By: Ernest Chrappah
ERNEST CHRAPPAH
Director

DFHV FY 2017 Performance Oversight Pre-Hearing Questions and Answers

General Questions

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

Please see Attachment 1 - Organizational Chart.

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

DFHV Division Roles and Responsibilities

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

hire and public vehicle-for-hire companies, associations, and fleets, including: maintaining accurate records of in-service public vehicles-for-hire and retaining those records; accepting applications for licenses applicable to public vehicle-for-hire operators and vehicles; and issuing new licenses and renewals.

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

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

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

No change was made to the organizational chart during FY17.

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

Please see Attachment 2 - Schedule A.

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

Michelle Dunn, Administrative Support Specialist, has been detailed to Deputy Mayor for Public Safety and Justice. The reason for the detail is to facilitate the administrative needs to effectively start-up the Office of Neighborhood Safety Engagement. The detail is effective January 8, 2018 thru September 30, 2018.

4. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY17 and FY18, to date;**

NAME	Mobile Phone	Tablet	Hot Spot
Adam Mingal	x		
Andraea Benson	x		
Andrew Pollard	x		
Andy Lee	x		
Anthony Fludd Sr	x		
Brian Glover	x		
Carl Martin	x		
Charles Lindsay	x		
Cherita Whiting	x		
Christopher Watkins	x		
Clarissa Edwards	x		
David Mann	x		
Dennis Starks	x		
Dereje Belay	x		
Eldon Harmon	x	x	x
Eric Ampedu	x		
Ernest Chrappah	x		
Gerald Kasunic	x		
Gerard Benjamin	x		x
Gladys Kamau	x		
Gregory Wallace	x		
Jacques Lerner	x		
James Brown	x		
James Conrad	x		
James Lane	x		
John Richardson	x		
Johnice Earle	x		
Jonathan Thornton	x		
Juanda Mixon	x		
Kalvin Bears	x		

NAME	Mobile Phone	Tablet	Hot Spot
Karl Muhammad	x		
Keon Diggs	x		
Kevin Jones	x		
Kim Davis	x		
Kisha Spencer	x		
Lamont Register	x		
Linda Roberts	x		
Marques Hudgins	x		
Melody Web		x	
Mia Bowden	x		
Michael Tietjen	x	x	
Michelle Dunn	x		x
Monique Bocoock	x		
Neville Waters	x		x
Olga Shepperd	x		
Reginald Winter	x		
Renee Hevor	x		
Robert Motta	x		
Ron Treece Gibson	x		
Sanya Cade	x		
Shirley Kwan-Hui	x	x	x
Sohail Soleimani	x		x
Sonji Johnson	x		
Tanya Ricks	x		x
Thomas Lea	x		
Timothy Evans	x		
Travis Nembhard	x	x	
Wanda Goodwin	x		
William Morgan	x		
Yeeta Ward	x		

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY17 and FY18, to date;

TAG #	YEAR	MAKE	MODEL	Assigned
10454	2014	FORD	TAURUS	Enforcement Team

TAG #	YEAR	MAKE	MODEL	Assigned
10555	2014	FORD	TAURUS	Enforcement Team
10557	2014	FORD	TAURUS	Enforcement Team
10658	2014	FORD	TAURUS	Enforcement Team
10659	2014	FORD	TAURUS	Enforcement Team
11137	2015	FORD	TAURUS	Enforcement Team
11138	2015	FORD	TAURUS	Enforcement Team
11139	2015	FORD	TAURUS	Enforcement Team
11140	2015	FORD	TAURUS	Enforcement Team
11141	2015	FORD	TAURUS	Enforcement Team
11142	2015	FORD	TAURUS	Enforcement Team
11143	2015	FORD	TAURUS	Enforcement Team
11144	2015	FORD	TAURUS	Enforcement Team
11145	2015	FORD	TAURUS	Enforcement Team
11176	2015	FORD	TAURUS	Enforcement Team
8664	2012	DODGE	CARAVAN	Facilities Team

Accidents:

- On May 23, 2017, a DFHV (8664) vehicle was struck by another vehicle on the passenger side.
 - On December 12, 2017, a DFHV vehicle (11141) struck a piece of construction debris. The DFHV employee was counseled by her supervisor.
 - On December 20, 2017, a DFHV vehicle (11144) was rear-ended by another vehicle.
- c. A list of travel expenses, arranged by employee for FY17 and FY18, to date, including the justification for travel; and**

Fiscal Year	Name	Travel Purpose	Expenditure Amount
FY2017	Ernest Chrappah	Sharing Cities Summit	\$ 1,554.70
		International Association of Transportation Regulars Annual Conference	\$ 1,714.60
	Monique Bocoock	International Association of Transportation Regulars Annual Conference	\$ 1,298.02
	Jacques Learner	International Association of Transportation Regulars Annual Conference	\$ 1,562.87
FY 2018 as of 1/31/18	Ernest Chrappah	National Association of City Transportation Officials	\$ 402.40

d. A list of the total workers' compensation payments paid in FY17 and FY18, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

DFHV did not pay any workers' compensation in FY17 or FY18, to date.

5. For FY17 and FY18, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

Fiscal Year	Total	Expense Items
FY17	\$88,410.27	Mobile phones, hot spots, tablets, and service plans.
FY18 to date	\$15,471.56	Mobile phones, hot spots, tablets, and service plans.

6. For FY17 and FY18, to date, please list all intra-District transfers to or from the agency. For each transfer, include the following details:

- Buyer agency;**
- Seller agency;**
- The program and activity codes and names in the sending and receiving agencies' budgets;**
- Funding source (i.e. local, federal, SPR);**
- Description of MOU services;**
- Total MOU amount, including any modifications;**
- Whether a letter of intent was executed for FY17 or FY18 and if so, on what date,**
- The date of the submitted request from or to the other agency for the transfer;**
- The dates of signatures on the relevant MOU; and**
- The date funds were transferred to the receiving agency**

Please see Attachment 3 - Intra-District Transfers.

7. Please list any additional intra-district transfers planned for FY18, including the anticipated agency(ies), purposes, and dollar amounts.

Buyer Agency	Purpose	Amount
Department of Public Works (DPW)	<p>Vehicles on Demand - Grant: This pilot allows government employees at these agencies to utilize DC taxicabs to travel in the District for official business. A financial analysis has uncovered potential cost savings by utilizing city taxicab companies to transport employees instead of the presently used methods.</p> <p>Benefits of this program include:</p> <ul style="list-style-type: none"> ● Greater availability of vehicles for transporting employees on official business; ● Fewer District taxpayer dollars spent on vehicle operation, and maintenance of vehicles; ● Lower cost per mile to travel via taxi than Fleetshare vehicles (\$2.16 compared to \$3.82 based on preliminary findings); ● More efficient trip-to-cost ratio via taxi than Fleetshare vehicles (\$16.85/trip compared to \$24.06/trip based on preliminary findings); ● Accessible transportation options for employees with disabilities; ● Higher productivity for DC employees due to shorter commute and time saved not searching for parking; and ● More efficient use of the taxicab vehicles already on the road. 	\$ 50,000

8. For FY17 and FY18, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

The revenue source name and code;

The source of funding;

A description of the program that generates the funds;

The amount of funds generated by each source or program;

Expenditures of funds, including the purpose of each expenditure; and the current fund balance.

Please see Attachment 4 - Special Revenue Funds.

- 9. For FY17 and FY18, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.**

Please see Attachment 5 - Purchase Card Spending.

- 10. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY17 and FY18, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

Please see Attachment 6 - List of MOUs.

- 11. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY17 and FY18, to date.**

- Memorandum of Agreement (MOA) with the Department of Health Care Finance
- Service Level Agreement (SLA) with the Office of the Chief Financial Officer
- Donation Agreements with non-governmental organizations

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

- Please see Attachment 7a - ODCA Audit Recommendation Compliance Form for recommendation status of the Public Vehicles For-Hire Consumer Service Fund audit.
- Please see Attachment 7b - OIG Audit Remediation Update for audit reference number 15-1-01TC conducted by the District of Columbia Office of the Inspector General (OIG).
- Please see Attachment 7c - OIO Audit Recommendation Status for audit reference number OIO-14-01-12-OFT conducted by the Office of the Chief Financial Officer’s Office of Integrity and Oversight (OIO).

- 13. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency’s purview in FY17 and FY18, 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 FY16, FY17, and FY18, to date, including the amount budgeted, actual dollars spent, and any remaining balances.**
- b. **An update on all capital projects planned for FY18, FY19, FY20, FY21, FY22, and FY23.**
- c. **A description of whether the capital projects begun, in progress, or concluded in FY16, FY17, or FY18, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.**

DFHV did not have any capital projects under its purview in FY17 and does not have plans for any capital projects in FY18.

14. Please provide a table showing your agency’s Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for fiscal years 2016, 2017, and the first quarter of 2018. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

- a. **Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal years 2016 and 2017 for each program and activity code.**
- b. **Attach the cost allocation plans for FY17 and FY18.**
- c. **In FY16 or FY17, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.**

- Please see Attachment 8 - Approved Budget, Revised Budget, Cost Allocation and Spending.
- DFHV did not receive any federal funds in FY16, FY17, or the first quarter of FY18.

15. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY17 and FY18, to date. For each, include a description of the need and the amount of funding requested.

- In FY17, the Mayor provided a \$2.9 million budget enhancement for the Transport DC Program. This increased the local budget for Transport DC in FY17 to \$4 million; compared to \$1.1 million in FY16.
- DFHV is working with the Mayor’s Budget Office and the Deputy Mayor for Planning and Economic Development on developing our FY19 budget. The Mayor’s FY19 budget will be submitted to the Council on March 21, 2018.

- 16. Please list, in chronological order, each reprogramming in FY17 and FY18, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY17 and FY18, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number. Please also include the program, activity, and CSG codes for the originating and receiving funds.**

Please see Attachment 9 - Reprogramming.

- 17. Please list each grant or sub-grant received by your agency in FY17 and FY18, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

In FY17, DFHV received a grant from the District Department of Transportation (DDOT) for the Vision Zero grant opportunity. Vision Zero is Mayor Muriel Bowser's initiative which aims to eliminate all traffic fatalities and serious injuries from Washington, DC streets by 2024. DFHV used \$37,221.10 of grant funding to provide additional Vehicle Inspection Officers (VIOs) for safety and compliance checks in areas and hours with peak pedestrian and for-hire vehicles (FHV) activity, to ensure public safety in support of achieving the goals of the Vision Zero program. No FTEs are dependent on this grant funding.

- 18. Please describe every grant your agency is, or is considering, applying for in FY19.**

DFHV plans to apply for the Vision Zero program grant again in FY19.

- 19. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY17 and FY18, to date. For each contract, please provide the following information, where applicable:**

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

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

Please see Attachment 10 -Contracts.

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

- a. *Mohamed Hilowle v. District of Columbia, et. al.*, 2017 CA 005921 B. This case was filed in D.C. Superior Court on August 28, 2017. There was a court scheduling conference on February 2, 2018. The agency can submit a status update if requested by the Committee. The complaint alleges: Malicious Prosecution; Abuse of Process and False Accusation; Negligent Training and Supervision (two counts); False Imprisonment and False Arrest; Conspiracy; Negligence; Respondeat Superior; Intentional Infliction of Emotional Distress; and Defamation. The plaintiff is asking for \$300,000 in compensatory damages against the District¹ and \$500,000 in punitive damages against the District, as well as costs and attorney fees. The case involves a traffic stop conducted by an DFHV Vehicle Inspection Officer (VIO) during which the VIO alleges that the plaintiff physically assaulted her. MPD was called to the scene and the plaintiff was arrested. Additionally, DFHV immediately suspended the plaintiff's DFHV operator's license; this action was subsequently dismissed by DFHV and the agency reinstated the license.
- b. *Misganaw Alemu, et al. v. District of Columbia, et al.*, Civil Action No. 17-1904. This case was filed in the United States District Court for the District of Columbia on September 15, 2017. The plaintiffs alleged the following causes of action against the District: Promissory Estoppel; Fraudulent Misrepresentation; Negligent Supervision; Abridgment of the Privilege of Working for a Living Here in the District of Columbia as Independent Cab Drivers; Attempt to Monopolize and/or Engage in Restraint of Trade; and Conspiracy to Monopolize the Local D.C. Taxicab Market. The Plaintiffs request a judgment in the amount of "somewhere between \$3,468,000 and \$4,080,000," plus attorney's fees. Essentially, the plaintiffs alleged that they were entitled to a DFHV vehicle license commonly referred to as an H tag upon payment of a fee, securement of "the requisite certificate from the DFHV," and attendance and completion of a course at the University of the District of Columbia. The plaintiffs further allege that the District and other named Defendants conspired to keep them from receiving H tags and entering the taxicab market as independent taxicab owners. The case is in the preliminary stages and no hearings are currently scheduled.
- c. *Classic Cab, et al. v. District of Columbia, et al.*, Civil Action No. 17-2820. This case was filed in the United States District Court for the District of Columbia. The plaintiffs allege that their 5th Amendment rights under the United States Constitution and under the laws of the District

¹ Complaint filed against DFHV was dismissed with prejudice.

of Columbia were violated by the District's "unlawful, arbitrary emergency rulemaking that deprived them of the property without due process." Specifically, the plaintiffs are seeking to enjoin the District from implementing and enforcing the rules establishing the Digital Taxicab Solution or "DTS." The hearing on the plaintiff's Motion for a Temporary Restraining Order (TRO) was held on January 24, 2018 and the Court issued an order denying the TRO. The plaintiffs have requested injunctive relief and unspecified monetary punitive damages plus costs and attorney's fees.

- d. *Classic Cab, et al. v. District of Columbia, et al.*, 2018 CA 000583 B. This case was filed in D.C. Superior Court on January 29, 2018. The plaintiff's claims are substantially the same as in the cases filed in the United States District Court for the District of Columbia (Civil Action No. 17-2820). A motion for a Temporary Restraining Order has been filed by the plaintiffs. A court hearing on the TRO is scheduled for February 5, 2018 and a hearing on the initial conference is scheduled for May 11, 2018.

21. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY17 or FY18, 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.).

- ***Rock Creek Cab v. DFHV:*** The company failed to meet wheelchair accessible vehicle (WAV) requirements. The company entered into a settlement agreement and its operating authority was granted.
- ***Dial Cab v. DFHV:*** The company was denied operating authority for failing to meet the WAV requirements. The parties reached a settlement and Dial's operating authority was granted.
- ***Uber Technologies, Inc. v. DFHV:*** The company was illegally dispatching black cars to perform point to point trips within the District. The company entered into a settlement agreement with DFHV. In turn, DFHV dismissed its appeal to the D.C. Court of Appeals over an adverse decision in one of the related ticket cases that was made by OAH.
- ***Yellow Cab Co. v. DFHV:*** The company did not meet PSP renewal requirements and was denied 2017 PSP operating authority. DFHV settled with the company, which was granted full PSP operating authority.
- ***Hitch, Inc. v. DFHV:*** The company did not meet PSP renewal requirements. The company was granted PSP authority through the end of the license period. The company was later found to be in breach of this agreement and its operating authority was permanently revoked.
- ***Pleasant Cab v. DFHV:*** The company failed to renew their operating authority. The parties reached a settlement and the former company is now a taxicab association.
- ***Pars Corporation v. DFHV:*** The company failed to renew their operating authority. The parties reached a settlement and Pars was granted operating authority.
- ***Verifone v. DFHV:*** The company did not meet the PSP renewal requirements. As part of the parties' settlement DFHV granted the company full PSP operating authority.
- ***AMFA v. DFHV:*** The company did not meet operating authority requirements. The parties settled and AMFA is currently in good standing as a taxicab association.

- *Transco v. DFHV*: The company did not meet PSP renewal requirements and was denied 2017 PSP operating authority. The parties reached a settlement and Transco was granted full PSP operating authority through the end of the renewal period.

22. Please list the administrative complaints or grievances that the agency received in FY17 and FY18, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY17 or FY18, to date, describe the resolution.

DFHV has not received any employee grievances in FY17 or FY18, to date.

23. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY17 and FY18, to date, whether or not those allegations were resolved.

The agency follows the procedures for investigating allegations of sexual harassment and misconduct established by the D.C. Department of Human Resources, consistent with the D.C. Personnel Manual and Mayor's Order 2004-171. The DFHV does not have agency-specific procedures for investigating allegation of sexual harassment or misconduct. The agency's procedures will be updated to ensure consistency with the new Mayor's Order 2017-313. Allegations of sexual harassment or misconduct (discrimination) received by DFHV in FY17 and FY18, to date, include:

- Allegation of sexual harassment (hostile work environment) filed by a manager against a supervisor. The charge was received by DFHV on February 24, 2017 (EEOC 10C-2017-00369 and OHR 17-384 DC(CN)). The matter is pending and unresolved. DFHV supervisors continue to cooperate with investigators.
- Allegation of discrimination based on race, age, or sex (hostile work environment) filed by an employee against supervisors. The charge was received by DFHV on November 30, 2016 (EEOC 10C-2017-00150 and OHR 17-173-DC(CN)). The matter is pending and unresolved. DFHV supervisors continue to cooperate with investigators.
- Allegation of sexual harassment and religious discrimination filed by an employee against a supervisor. The charge was received by DFHV on March 7, 2017 (EEOC 570-2017-00668). The matter was dismissed on June 14, 2017.
- Allegation of discrimination based on sex and national origin (hostile work environment) and disparate treatment based on race, sex, and national origin filed by an employee against a supervisor. The charge was received by DFHV on October 27, 2016 (EEOC 10C-2017-0001 and OHR-17-2-DC(CN)). The matter is pending and unresolved. DFHV supervisors continue to cooperate with investigators.

24. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY17 and FY18, to date.

- Office of the D.C. Auditor - Audit of the Public Vehicles For-Hire Consumer Service Fund. This audit is statutorily required to be completed at least every three years, pursuant to D.C. Code 50-301.20(j). The audit covering Fiscal Years 2014, 2015, and 2016 was completed with a final report issued on November 2, 2017.
- Office of the Inspector General Audit of D.C. Taxicab Commission (15-1-01TC) – This audit was started December 2014. A draft report was completed on September 23, 2016. The agency response was submitted on November 6, 2016. A follow-up Audit of the DC Taxicab Commission (17-1-19MA) was initiated on May 16, 2017 and is ongoing.
- Office of the Inspector General Investigation - Complaint Referral No. 2017-0757. The complainant, a DFHV employee, reported possible falsification of official documents. The agency completed its investigation on June 12, 2017 and forwarded the report to OIG. As a result of this investigation, the agency improved processes by implementing the use of Salesforce and tracking transactions by employee login.

25. Please describe any spending pressures the agency experienced in FY17 and any anticipated spending pressures for the remainder of FY18. Include a description of the pressure and the estimated amount. If the spending pressure was in FY17, describe how it was resolved, and if the spending pressure is in FY18, describe any proposed solutions.

DFHV did not have spending pressures in FY17 and we do not anticipate any spending pressures in FY18.

26. Please provide a copy of the agency’s FY17 performance plan. Please explain which performance plan objectives were completed in FY17 and whether they were completed on time and within budget. If they were not, please provide an explanation.

- All of DFHV’s strategic initiatives were completed on time and within budget in FY17.
- Please see attachment 11- FY17 Agency Performance Plan.

27. Please provide a copy of your agency’s FY18 performance plan as submitted to the Office of the City Administrator.

Please see attachment 12 - FY18 Agency Performance Plan

28. Please provide the number of FOIA requests for FY17 and FY18, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

FY 2017

- 28 FOIA requests were processed, with the following dispositions:
 - Granted in Full:20;

- Partially Granted:8;
- Pending: 1; and
- Withdrawn: 1.
- Average Response Time: 15 days
- Number of FTEs required to process requests: 3
- Estimated number of hours: 389
- Estimated Cost of Compliance: \$19,212

FY 2018

- 12 FOIA requests have been processed, to date, with the following dispositions:
 - Granted in Full: 6;
 - Partially Granted: 6; and
 - Pending: 1.
- Average Response Time: 15 days
- Number of FTEs required to process requests: 3
- Estimated number of hours: 125 hours
- Estimated Cost of Compliance: \$5,000

29. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY17 and FY18, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

- Loitering Analysis. Completed, see attachment 13a.
- WAV scorecard. Completed, see attachment 13b.
- DC Taxi Index. Completed, see attachment 13c.
- Review of Taxicab Rate Structure & Decision, Pursuant to D.C. Code § 50-301.17 (March 6, 2017) (biennial review assessing need for modification or adjustment of street hail rates and charges). Completed, see attachment 13d.
- Projection of Taxicab and TNC Demand Trends Through 2018 (June 23, 2017) - in progress.

30. Please separately list each employee whose salary was \$100,000 or more in FY17 and FY18, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Please see attachment 14 - Salaries over \$100,000.

31. Please list in descending order the top 25 overtime earners in your agency in FY17 and FY18, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

Please see attachment 15 - Overtime.

32. For FY17 and FY18, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

There were no employee bonuses or special pay granted in FY17 or FY18, to date.

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

- Collective Bargaining Agreements with American Federation of Government Employees, Local 1403, October 1, 2017 through September 30, 2020. Please see attachment 16a - Compensation Collective Bargaining Agreement & 16b - Working Conditions Collective Bargaining Agreement.
- Collective Bargaining Agreements with Compensation Units 1 & 2. Please see attachment 16c - Compensation Collective Bargaining Agreement, Effective October 1, 2006 - September 30, 2010*.
- DFHV is not currently in bargaining at this time.

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

34. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY17 or FY18, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

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

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

Members:

Name	Confirmation Dates	Terms	Ward of Residence	Attendance
Jason Arvanites Public Member (Company providing vehicle for-hire service in the District)	February 16, 2017	Term expires January 30, 2020	Ward 6	Attended all meetings to date.
Hana Bekele Public Member (Operates a public or private vehicle for-hire)	February 16, 2017 (Resigned October 18, 2017 after third meeting) and subsequently replaced by Dawit Dagne	Term expires February 8, 2020	Ward 1	Attendance records unknown
Ernest Chrappah, D.C. Agency Representative	July 18, 2016**	No term*	Ward 3	Attended all meetings to date.
Dawit Dagne, (replaced Hana Bekele) Public Member (Operates a public or private vehicle for-hire)	November 13, 2017**	Term expires January 30, 2020	Ward 1	Has not yet attended meetings.
Elliott Ferguson II Public Member (Hospitality/tourism industry);;	July 18, 2016	Term expires July 18, 2019	Ward 6	Attended 2/8/17 (missed 6/22/17 and 10/18/17) meetings.
Dottie Love-Wade;; Public Member (Unaffiliated with vehicle for-hire industry)	Re-appointment in August 8, 2017	Term expires July 18, 2020	Ward 1	Attended 2/8/17 and 10/18/17 (missed 6/22/17)
Erik Moses; Hospitality/tourism industry	November 3, 2016	Term expires on October 25, 2019	Ward 4	Attended all meetings, to date.
Evian Patterson;; D.C. Agency Representative	November 3, 2016	No term*	Ward 1	Attended all meetings to date.
Jeffrey Schaeffer; Public Member (Company providing vehicle for-hire service in the District)	July 18, 2016**	Term expires July 18, 2019	Maryland Resident	Attended all meetings, to date.
Anthony Thomas; Public Member (Operator of a public or private vehicle for-hire)	February 16, 2017	Term expires January 30, 2020	Ward 4	Attended all meetings to date.
Anthony Wash; Public Member (Unaffiliated with the vehicle for-hire industry)	July 18, 2016	Term expires July 18, 2018	Ward 6	Attended 2/8/17 (missed 6/22/17 and 10/18/17) meetings.

*Under the Code provision, only the nine community/public members have terms.

**Retrieved from MOTA dashboard on February 2, 2018.

Please see attachment 17a - FHVAC agendas and 17b-d - FHVAC transcripts.

35. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is

in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

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

Monthly revenue reports were submitted for October 2017 and November 2017. The agency will continue sending reports, in compliance with the code requirements.

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

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

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

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

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

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

36. Please attach copies of the required annual small business enterprise (SBE) expenditure reports for your agency for FY16 and FY17.

- a. D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the agency engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the agency intends to make during the next fiscal year to achieve their SBE expenditure goal. Has your agency submitted the required information for fiscal year 2017? Please provide a copy as an attachment.

Please see Attachments 18a-c - SBE Green Book Reports

We have demonstrated a commitment to comply with the required annual SBE expenditure and have exceeded our SBE expenditure goal. We work with the Office of Contracting & Procurement to ensure SBEs are utilized whenever possible. Our specific agency supplemental information is included in the SBE Opportunity Guide (Green Book) that is submitted by the Mayor annually.

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

- Executive Leadership Program - George Washington University - Shirley Kwan-Hui, Chief of Staff, DFHV.
- DCHR Training - DFHV encourages employees to access in-person training from DCHR and online training through Skillport. For FY17 to FY18 to date, over 60 staff members have taken DCHR's in-person training and/or Skillport online courses in topics such as sexual harassment, progressive discipline, building high a performance team, leadership essentials, performance management and Microsoft Excel.
- DFHV Training - FY17 to FY18 to date, 66 staff members have completed courses through DFHV's online training system, which orients users to the agency, its functions, and the for-hire vehicle industry.

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

DFHV produces Individual Performance Plans for each employee. The supervisor and/or manager conducts the evaluation for the employee. The agency follows the Performance Evaluation Process by identifying and communicating the organizational and individual performance goals expected of the employee. This process consists of performance expectations, competencies, SMART Goals, and Individual Development Plans. This is a

collaborative process that consists of the supervisor/manager and employee working together to determine the performance expectations and development objectives to be accomplished during the review period. Also, there is a self-evaluation which allows the employee an opportunity to document his/her accomplishments during the review period.

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

Agency Operations

39. Please describe any initiatives that the agency implemented in FY17 or FY18, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Public Engagement - In FY17 and continuing into FY18, DFHV has worked to ramp up efforts to deliver its message to the public. Some of the activities include:

- Conducting tele-town halls for the for-hire vehicle industry that have reached 840 people to date. These tele-town hall sessions provide taxicab drivers and others the opportunity to give feedback to the agency about DFHV policies, services, and programs, as well as insights from the field.
- Expanding DFHV's online presence by publishing the agency blog, the DC GloveBox (link at <http://dcglovebox.com/>). Since inception, there have been 96 blog posts that have been seen 1,707 times. DFHV also began a podcast series, The Weekly Drop Off. So far five podcasts have been released and have been listed to 12,506 times.
- Expanding the agency's social media presence with increased activity on Facebook and Twitter. In FY17, DFHV's tweets were seen 755,146 times and DFHV's Facebook content was seen by 365,104 people.
- In FY17 and FY18 to date, DFHV has held public meetings that were attended by a total of 824 people.

Transparency - DFHV continues to make as much information available to the public as possible. Examples of DFHV's efforts include:

- Providing a data dashboard to the public on the industry and agency operations on the DFHV web site. The dashboard has been viewed 2,888 times in FY17 and FY18, to date.
- DFHV promptly fills FOIA requests, averaging a fifteen day response time. In FY17, DFHV filled 28 FOIA requests and, so far in FY18, filled 12 FOIA requests.

Automation and Paperless Processing - In FY17, DFHV made efforts to automate more tasks and create more paperless processes, both internally and for the public. These automated and paperless processes reduce the amount of face-to-face interactions that require drivers to come into the agency's office; free up Vehicle Inspection Officers' time, allowing them to spend more time engaging with operators and the public instead of performing administrative tasks; and allow agency customers to complete routine tasks online.

Examples of success in this area include:

- In FY17 and continuing in FY18, DFHV has continued to enhance its managed information systems to allow more client interactions to be initiated via web applications and/or mobile devices. These systems expedite the driver and vehicle registration processes and reduce the amount of face-to-face interactions that require drivers to come into the agency's office.
- In FY17, DFHV completed development of and deployed mobile forms and mobile access (via tablets) to databases for the agency's enforcement unit. This automated several key processes such as vehicle checkout, runtime logs, and activity sheets as well as data and status verification during inspections.

Customer Service - DFHV continues to focus on efforts to improve the customer service experience. Successes in this area include:

- In FY18, DFHV implemented a new call system to ensure that all calls to the agency are answered 24/7. The new call system also optimizes call routing so that calls are distributed to the appropriate staff and are answered in a timely manner.
- In FY17, DFHV created a Resource Center for operators and owners to provide direct support to navigate agency services, products, and special permits. Owners and operators can receive one-on-one support to assist with processing services, including assistance with online applications, website navigation, and grant and permit applications. The Resource Center is located at Client Services and is available every Tuesday and Thursday from 4:30 pm to 6:30 pm.
- Working with all three private FHV providers (Via, Uber, and Lyft), who voluntarily agreed to participate in a pilot where a link is placed on the bottom of the passenger's receipt directing passengers to file complaints with DFHV. DDSs have cooperated with DFHV in addressing and resolving complaints. So far, DFHV has addressed 70 consumer complaints through this pilot.

Reduction in Regulatory Burden - DFHV continues to work to reduce the regulatory burden on companies and operators, through Digital Taxicab Solutions (DTS). Examples include:

- With the introduction of the DTS, DFHV helped drivers lower the operating costs of equipment by an estimated 58 percent. In addition, a reduction of credit card processing fees to 2.75 percent will save the industry an estimate of \$2.6M. DTS also allows automatic fare updates in meters directly without making trips to a meter shop, the capability of dynamic street hail pricing to better compete in today's industry, and enables more features and business opportunities.

40. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY18. How did the agency address its top priorities listed for this question last year?

The agency's top five priorities are:

- 1) Eliminate transportation barriers:

- DFHV, in collaboration with sister agencies and the for-hire vehicle industry, has created pilot programs, such as Non-Emergency Medical Transportation, Education First, Vehicles on Demand and VetsRide, to help us understand the scope of transportation inequities and determining which solutions show the most promise.
- 2) Expand economic opportunities:
 - In FY17, 31 Independent Taxicab Operators were awarded a total grant amount of \$150,250.00, and seven Taxicab companies were awarded a total grant amount of \$4,698,950.
 - 3) Create and maintain a highly efficient, transparent, and responsive District government:
 - Various data sets on display on the DFHV website help the public to see the growth and changes of the for-hire industry.
 - 4) Ensuring WAV taxicab service is available for residents and visitors with disabilities:
 - The transition to DTS was developed while keeping in mind the needs of all citizens and visitors, including those that face technological/physical barriers and those who needed to continue traveling by street hail.
 - 5) Rebranding DFHV:
 - With the distribution of our newsletter, creation of the DFHV podcast, public town hall meetings with the industry, and emphasis on constantly updating data, changes and improve through consumer feedback.

Last fiscal year, DFHV focused on innovation to achieve the agency’s priorities. By transitioning the taxicab industry to fully digital meters, DFHV was able to reduce taxi driver operating expenses by 58 percent; increase regulation on the industry through improved communication between drivers, companies, consumers, and customer service; and initiate pilot programs to gauge industry and consumer interest.

41. Please list each new program implemented by the agency during FY17 and FY18, to date. For each initiative, please provide:
 - a. A description of the initiative;
 - b. The funding required to implement to the initiative; and
 - c. Any documented results of the initiative.

Education First

- a. In FY17 and continuing into FY18, DFHV started the Education First program, in partnership with the Child and Family Services Agency. Through this program, foster children are given rides to school along with an escort aide.
- b. The cost for this program to date is \$319,200.
- c. The results are 4,256 rides given to DC foster children.

Vehicles on Demand

- a. In FY17 and continuing into FY18, DFHV started the Vehicles on Demand pilot program, in partnership with the Department of Public Works. This pilot provides an alternative to fleet share for DC Government employees who need to travel around the city to conduct business.
- b. The cost for this program to date is \$15,790.20.
- c. The results are 1,187 rides given to 190 eligible DC government employees.

Non-Emergency Medical Transportation

- a. In FY17 and continuing into FY18, DFHV started the Non-Emergency Medical transportation pilot program, in partnership with the Department of Health Care Finance. Through the pilot, certain Medicaid beneficiaries from four participating clinics could receive rides to urgent medical appointments services for diagnosis or treatment for cancer.
- b. The cost for this program to date is \$29,036.22.
- c. Through the pilot, 937 rides were given to over 100 eligible Medicaid beneficiaries.

Vets Ride

- a. In FY18, DFHV started the Vets Ride pilot program, in partnership with the Mayor's Office on Veterans' Affairs. Through this program, DC veterans who met income requirements could receive a ride for any purpose.
- b. The cost for this program to date is \$60,000.
- c. The results are 2,400 rides given to DC veterans.

Electric Vehicle (EV) Rebates Grant

- a. DFHV supported the District's sustainability goals by awarding 45 rebate grants to EV taxicab owners in FY17.
- b. The cost for this program was \$225,000.
- c. The 45 participating taxicabs made over 74,000 trips in FY17 and reduced CO2 emissions by over 48,000 kilograms.

Electric Fast Charging Stations

- a. In FY17, Grants also supported the installation of two fast charging stations at Union Station for the District's electric vehicle (EV) taxicab fleet.
- b. The cost of the program was \$166,289.82.
- c. Since the September 2017 installation, the fast charging stations were used 4,879 times and helped to avoid 20,694 kg of greenhouse gas production, similar to planting approximately 787 trees and letting them grow for 10 years. In average, 66 unique drivers use the charging stations every month.

Non-District Limousine (NDL) Permit

- a. In FY17, DFHV created new business opportunities and simplified processes for for-hire vehicle (FHV) businesses wishing to start or conduct business in the District. DFHV began offering a Non-District Limousine permit, which allows temporary point-to-point operation of non-District limousines in the District for 180 days, without the time and expense needed to obtain permanent District registration and tags from DMV.
- b. This program is cost neutral.
- c. DFHV issued 1,460 permits to vehicles at 804 FHV businesses. This initiative reduces the steps and costs needed to get new vehicles on the road. In addition, this program has generated \$394,2000 in revenue for the agency.

42. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY17 and FY18, to date.

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

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

FY17

- Number of new service or product pilots to improve passenger riding experience;
- Percentage of complaints processed on-time within 30 days;
- Percentage of licenses processed on-time within 10 days;
- Number of trips by vehicle-for-hire;
- Economic contributions by for-hire vehicles;
- Number of participants engaging in community outreach activities;
- Number of public service announcements;
- Number of recovered items reunited with owners;
- Number of disputes resolved;
- Number of insured vehicles during inspections;
- Number of safety inspections conducted;
- Number of public research reports completed;
- Number of company applications processed (taxicab/limo companies and other businesses); and
- Number of driver applications processed.

FY18

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

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

- Sharing Cities Alliance;
- International Association of Transportation Regulators (IATR);
- Vision Zero Initiative;
- Major Crash Review Task Force;
- Interagency Electric Vehicles and Infrastructure Working Group; and
- Autonomous Vehicles Working Group.

45. Please explain the impact on your agency of any legislation passed at the federal level during FY17 and FY18, to date, which significantly affected agency operations.

There was no federal legislation passed during FY17 or FY18, to date, that significantly affected agency operations.

46. Please describe any steps the agency took in FY17 and FY18, to date, to improve the transparency of agency operations.

- DFHV published taxicab trip data to the Open Data DC portal. Please see link at <http://opendata.dc.gov/datasets?q=taxi>.
- DFHV provides a data dashboard to the public on the DFHV website which includes frequently asked industry data, key agency operation data, and agency performance data. Having the data available to the public helped to reduce the number of FOIA requests. Please see link at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>.
- DFHV promptly fills FOIA requests, averaging a fifteen (15) day response time. In FY17, DFHV filled 28 FOIA requests and so far in FY18, 12 FOIA requests have been completed.
- DFHV hosts regular user group meetings to elicit feedback from paratransit users and advocates, and communicates program activities and status to participants.
- DFHV held public meetings and conducted tele-town halls that were attended by 1,664 individuals.
- DFHV published the results of compliance checks on taxicab companies for the universal color scheme, vehicle age, and WAV requirement. Please see links at https://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/page_content/attachments/Company%20Audit%20Scorecard%209.30.17.pdf and https://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/page_content/attachments/WAV%20Scorecard%209.25.2017_1.pdf.

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

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

Taxicab Data Management System (TDMS)

- a. TDMS is a vendor-provided application which tracks trip and vehicle information provided by payment service providers (PSPs). TDMS tracks taxicab trip information including vehicle, driver, pick up, and drop off location, as well as payment information.
- b. The system was implemented in May 2015. No significant enhancements are planned in FY18.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

QuickBase

- a. QuickBase is an Intuit provided web-based collaborative database application that allows business people to create their own custom applications without writing code. Various databases exist within QuickBase and are used to track:
 - Surcharge submission information (no public access);
 - Special permit decal issuance (public access for submission of application);
 - Non-MSA operator decal issuance (public access for submission of application);
 - Non-District Limousine applications (public access for submission of application);
 - and
 - Grant Management (no public access).
- b. The initial QuickBase database was created in 2012. No significant enhancements are planned in FY18.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

DFHV Training Portal

- a. The learning management system provides drivers with self-paced training courses accessible from any location with access to the internet.
- b. The application was implemented in 2015 and is available to all drivers with a valid face ID. No significant enhancements are planned in FY18.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

Salesforce CRM

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

DFHV Dashboard

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

SharePoint

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

Event Hub

- a. DFHV implemented a data repository to include status of vehicle, meter, and vehicle availability. This valuable set of data can be used for a number of purposes, including analysis of taxicab activity in the District of Columbia as well as licensing to developers to create solutions that depend on taxicab data, such as mobile apps and web applications.
- b. DFHV provided the ability for registered developers to obtain API access to the data. In FY18, legacy trip information will be migrated to the repository to create a central trip data repository.
- c. The Integration Hub is currently available to registered API users.

48. Please provide a detailed description of any new technology acquired in FY17 and FY18, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

- Digital Meter App – The majority of Digital Taxicab Solution providers have chosen to use the DFHV Taxi Meter. It is widely used by most taxicabs. Some of the key functionalities of the digital meter include calculating and announcing the fare, providing riders with electronic receipts and a fare estimate, submitting trip data and vehicle location every three seconds while the meter is on, and shared ride options.
- Limo App – The limo app is being used by all the Non-District Limousines, and some District Limousines. The app collects limousine trip data for industry data analysis and compliance purposes.

The above apps cost the District approximately \$295,000. There were no significant implementation issues in relation to these apps.

49. How many in-person training programs took place in FY17 and FY18, to date?

DFHV hosted four in-person training programs for staff in FY17 and FY18, to date, as follows:

- 1) Executive Leadership Program;
- 2) Workforce development training by the Department of Human Resources;
- 3) Salesforce training on company and driver portal; and
- 4) Building a culture of compliance training.

50. What training deficiencies, if any, did the agency identify during FY17 and FY18, to date?

DFHV did not identify any training deficiencies during FY17 and FY18, to date.

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

DFHV offers four (4) online training programs to drivers, as follows:

1. DC Taxi Driver App Online Training;
2. Disability Sensitivity & Operating a Wheelchair Accessible Vehicle;
3. How to Make Money in the Digital Economy; and
4. Strategies for Dealing with Conflict.

Program Specific Questions

52. Please provide the following data.

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

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

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

For the last three fiscal years, as part of annual operating authority renewals, DFHV has checked documents filed by companies for compliance with Title 31.

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

As a result of compliance checks during Operating Authority renewals, in FY17, twenty companies were denied operating authority for non-compliance. In FY18, two companies were denied operating authority.

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

Month	FY 2016	FY 2017	FY 2018
October		\$ 239,367.30	\$ 51,074.25
November	\$ 686,641.46	\$ 295,049.13	\$184,368.25
December		\$ 284,890.15	\$207,460.25
January	\$ 283,019.61	\$ 170,005.72	\$142,626.25
February	\$ 541,228.50	\$ 227,563.00	
March	\$ 396,071.35	\$ 335,770.75	
April	\$ 1,400.00	\$ 272,854.25	
May	\$ 310,274.75	\$ 344,530.00	
June	\$ 713,605.50	\$ 253,731.50	
July	\$ 263,439.75	\$ 226,186.00	
August	\$ 279,638.75	\$ 209,222.85	
September	\$ 266,982.25	\$ 261,351.50	
Total	\$3,742,301.92	\$ 3,120,522.15	\$585,529.00

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

Revenue Code	Revenue Type	FY 2016	FY 2017	FY 2018
1001	HACK & LIMO LICENSE TEST		\$ 15,400.00	\$ 3,400.00
3006	HACKERS LICENSES	\$ 1,268,988.29	\$ 893,825.99	\$ 303,316.26
3007	DUPLICATE FACE ID CARD	\$ 6,850.00	\$ 6,200.00	\$ 700.00
3008	LATE FEES	\$ 74,400.00	\$ 54,175.00	\$ 14,625.00
3009	VEHICLE AGE WAIVER FEE \$50.00	\$ 15,800.00	\$ 150.00	
3010	BUSINESS LICENSES	\$ 90,625.00	\$ 87,025.00	\$ 35,650.00
3045	ONE STOP VEHICLE REGISTRATION	\$ 253,687.50	\$ 213,030.00	\$ 54,779.18
3046	LUXURY CLASS SEDAN	\$ 5,075.00	\$ 1,950.00	\$ 1,425.00
3080	TAXI METER BUSINESS LICENSE FEE	\$ 18,250.00		
3081	PSP APPLICATION FEE	\$ 700.00	\$ 5,000.00	
3082	DDS APPLICATION FEE	\$ 500.00	\$ 5,000.00	\$ 525.00
3083	DDS SERV REGISTRATION AMENDMNT (RENEWAL)		\$ 3,500.00	
3087	PRIVATE VEHICLE FOR HIRE-REGISTER AS COM	\$ 25,000.00		
3088	DTS APPLICATION FEE		\$ 15,000.00	
3089	IVB APPLICATION FEE		\$ 150.00	\$ 28,400.00
3095	TAXIMETER SEALS	\$ 1,691.50	\$ 1,200.00	
3106	SPECIAL EVENT PERMIT FEE	\$ 72,835.00	\$ 505,900.00	\$ 233,845.00
5013	DFHV VIOLATION		\$ 5,000.00	
6111	OTHER REVENUE - OTHER	\$ 50,600.00	\$ -	
Total		\$ 1,885,002.29	\$ 1,812,505.99	\$676,665.44

55. Please provide the amount of funds collected by DFHV (under the 1% gross receipts provision) from companies providing digital dispatch service to private vehicles-for-hire

in FY 2017 and FY 2018, to date, broken down by quarter and company. How is the accuracy of this payment verified?

- The 1% gross receipts from the digital dispatch service companies are considered to be a trade secret and competitive information. Please see aggregate information by quarter below.
- Due to the District’s financial close-out process, gross receipts in first quarter in a particular fiscal year are credited to the prior fiscal year. This is the reason why first quarter for both FY17 and FY18 are shown blank below.

Quarter	FY 2017	FY 2018
First Quarter	\$ -	\$ -
Second Quarter	\$ 941,594.77	\$ 980,558.13
Third Quarter	\$ 1,081,277.30	\$ -
Fourth Quarter	\$ 2,507,415.36	\$ -
Grand Total	\$ 4,530,287.43	\$ 980,558.13

The companies providing digital dispatch service to private vehicles-for-hire certify that the amount transmitted is consistent with the amount collected for such trips arranged through digital dispatch. The Office of the Chief Financial Officer may inspect the records of the company to ensure compliance with this requirement, provided that any records disclosed to the Office of the Chief Financial Officer shall not be subject to disclosure to a third party, including through a request submitted pursuant to subchapter II of Chapter 5 of Title 2.

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

- The vehicle market share of the DTS providers is considered to be a trade secret and competitive information.
- DFHV implemented the Digital Taxicab Solution (DTS) pioneering dynamic street hail pricing – a first-ever for taxicabs. DTS is a major overhaul of the original taxicab equipment rules, replacing legacy meters with state-of-the-art equipment that allows drivers to compete in today’s for-hire market and provides excellent customer service in the digital age.

DTS improves passenger experiences with accessibility features, electronic receipts, transparency in fare calculations, ride ratings, shared ride options, and the assurance that only current, valid, and compliant drivers are providing service to the public. DTS also helps drivers with lower operating costs of equipment by an estimate of 58 percent. In addition, a reduction of credit card processing fees to 2.75 percent will save the industry an estimate of \$2.6M. DTS also allows automatic fare updates in meters directly without making trips to a

meter shop, the capability of dynamic street hail pricing to better compete in today's industry, and enables more features and business opportunities.

DTS provides a basis for major advances in safety and compliance, including: ensuring that only drivers in compliance with regulations and program requirements are on the road; sending real-time messages to drivers about special events, as well as traffic and emergency alerts; allowing for geofencing of certain areas of the District where meters will not work in order to mitigate traffic congestion in those locations; and the agency receiving trip data every 5 seconds (instead of on a 24-hour delay), to enhance the value of data for law enforcement, lost and found, and other innovations. While the multiple phase-out deadlines of the outdated modern taximeter system (MTS) created some challenges on the front end of implementation, these issues have been resolved.

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

Yes, there is a 24/7 live assistance phone number in all vehicles for passengers and drivers. All drivers have a hidden button/selection in vehicles to alert the agency to a time of distress. Other drivers have live cameras which, in addition to addressing safety concerns, allow them to obtain insurance discounts.

58. How many taxicabs have been painted in the District's uniform taxicab color scheme, to date? How many additional vehicles are expected to be painted in the remainder of FY 2018? How many vehicles will remain to be painted at the end of FY 2018?

As of January 31, 2018, 5,270 out 5,813 taxicabs are painted in the District's uniform color scheme. The industry is in compliance, as current rules require taxicabs to be painted in the uniform color scheme only if a new or replacement vehicle being put into service.

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

- In FY17, as part of the Innovations Grant Program, DFHV provided grant incentives for drivers to provide more service using WAVs, especially at times of peak demand, such as evening rush hours.
- DFHV requires all participating Transport DC vendors to provide wheelchair accessible taxicab service for their customers. Transport DC customers enjoy the benefit of first priority use of WAVs.
- DFHV also requires providers to implement ride-sharing for Transport DC trips, with decreased cost to WAV users.
- In addition, DFHV has continued to provide disability sensitivity course to the industry at no cost.

- Wheelchair accessible vehicles are eligible to receive new H-Tags.
- DFHV has ensured that all licensed taxicab companies have met the 6% and 12% wheelchair accessible vehicle requirement of their fleet. DFHV will continue to require the companies to meet the 12% requirement and ensure that companies meet the 20% requirement by December 31, 2018, as required per D.C. Official Code § 50-301.25 (c)(1).

60. How many District taxicabs are wheelchair accessible? How many additional vehicles does the Commission anticipate will be accessible by the end of FY 2018?

There are 292 District taxicabs that are wheelchair accessible vehicles, as of January 31, 2018. Because fleet size can fluctuate, it is not possible to estimate how many additional WAV vehicles will be accessible by the end of FY18. However, DFHV continues to enforce the current WAV fleet requirement and will enforce the 20 percent WAV fleet requirement in FY 2019, per the statutory requirements.

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

DFHV currently requires all District taxicab companies to maintain 12% of their fleet as wheelchair accessible vehicles, through December 30, 2018. The agency’s short-term and long-term plans are to ensure companies are in compliance with the 12% requirement through December 30, 2018 and 20% requirement by December 31, 2018. This will be accomplished through the DFHV Account Management team’s monthly monitoring of companies.

62. How many “Failure to Haul” citations did DFHV issue in FY 2017 and FY 2018, to date? What has DFHV done to address failure to haul?

- There were six (6) Refusal to Haul citations in FY17 and there have been three (3) in FY18, to date.
- DFHV encourages companies and associations to counsel and train drivers on anti-discrimination. DFHV has a zero-tolerance policy on discrimination and the agency pursues all discrimination claims in partnership with the Office of Human Rights.
- DFHV’s training course also provides information about the legal obligations of operators and how to stay compliant with anti-discrimination laws and policies. DFHV also proactively does mystery shopping, also known as the anonymous rider program, to improve the quality of service.

63. How many complaints did DFHV receive in FY 2017 and FY 2018, to date, related to (a) non-installation of the modern taximeter system, (b) operating with faulty, unapproved, or non-working modern taximeter equipment, or (c) a refusal to accept credit or debit cards through the modern taximeter system?

- (a) 0 in both fiscal years
- (b) FY17: 37; FY18, to date: 3
- (c) FY17: 52; FY18, to date: 7

64. How many notice of infractions did DFHV hack inspectors issue to taxicab operators in FY 2017 and FY 2018, 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?

METER VIOLATIONS FY17				
	T236 TAMPERING WITH A METER SEAL	T237 OPERATING W/O A METER	T238 OPERATING WITH A NON- FUNCTIONING METER	TOTAL
OCT	0	1	2	3
NOV	0	0	0	0
DEC	0	1	0	1
JAN	0	0	2	2
FEB	0	0	2	2
MAR	0	0	2	2
APR	0	1	3	4
MAY	2	1	0	3
JUN	1	0	0	1
JUL	0	0	2	2
AUG	0	0	0	0
SEP	0	0	1	1
Total	3	4	14	

METER VIOLATIONS FY18				
	T236 TAMPERING WITH A METER SEAL	T237 OPERATING W/O A METER	T238 OPERATING WITH A NON- FUNCTIONING METER	TOTAL
OCT	0	0	0	0
NOV	0	0	1	1
DEC	0	0	0	0
JAN	0	0	0	0
Total	0	0	1	

65. How many Notice of Infractions were referred to the Office of Administrative Hearings (“OAH”) in FY 2017 and FY 2018, to date? Please provide a breakdown of the types of infractions that were referred to OAH.

FY17

- Refusal to haul: 5
- Conduct: 5
- Assault: 2
- Total: 12

FY18 (As of January 26, 2018)

- Refusal to Haul: 2
- Conduct: 21
- Assault: 1
- Total: 24

66. How many consumer complaints did DFHV receive in FY 2017 and FY 2018, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft? What impediments, if any, does DFHV have in resolving complaints related to private vehicle-for-hire service? What difficulties, if any, does DFHV have in cooperating with a digital dispatch service to resolve consumer complaints?

DFHV received 55 digital dispatch service (DDS) providers’ complaints in FY17. DFHV has received 70 DDS complaints thus far in FY18. The increase is attributable to a pilot that all three DDSs voluntarily agreed to participate in, where a link is placed on the bottom of the DDS receipt directing passengers to file complaints with DFHV. The DDS providers have been cooperative with DFHV in addressing and resolving complaints, and DFHV is working with them to streamline the receipts pilot so that the Agency only receives driver conduct and other, non-fare related complaints alleging serious violations of Title 31.

67. Please describe the various DFHV alternative paratransit programs, including:

- a. **The budget and expenditures for FY 2017 and FY 2018, to date for each program;**
- b. **Whether the program is fully functioning or a pilot program;**
- c. **The number of participants in FY 2017 and FY 2018 to date;**
- d. **The costs for users of each program; and**
- e. **Any costs or savings to the District.**

Transport DC

a. FY17 budget:	\$4,037,272
FY17 expenditures:	\$4,000,366
FY18 budget:	\$4,095,397
FY18 quarter one expenditures:	\$924,623

b. Transport DC is a fully functioning program.

c. In FY17, 5,027 unique passengers used Transport DC. In FY18, 2,952 unique passengers have taken a ride, as of December 31, 2017.

d. The cost paid by Transport DC passengers is \$5 per ride.

e. A Transport DC ride costs the District \$23, as compared to MetroAccess rate of \$41 per ride. Each time a passenger chooses Transport DC, the District realizes a cost avoidance of \$18 per ride or 44 percent. Metro reduced the District's MetroAccess subsidy by 100,000 trips, or more than \$5 million, in FY17.

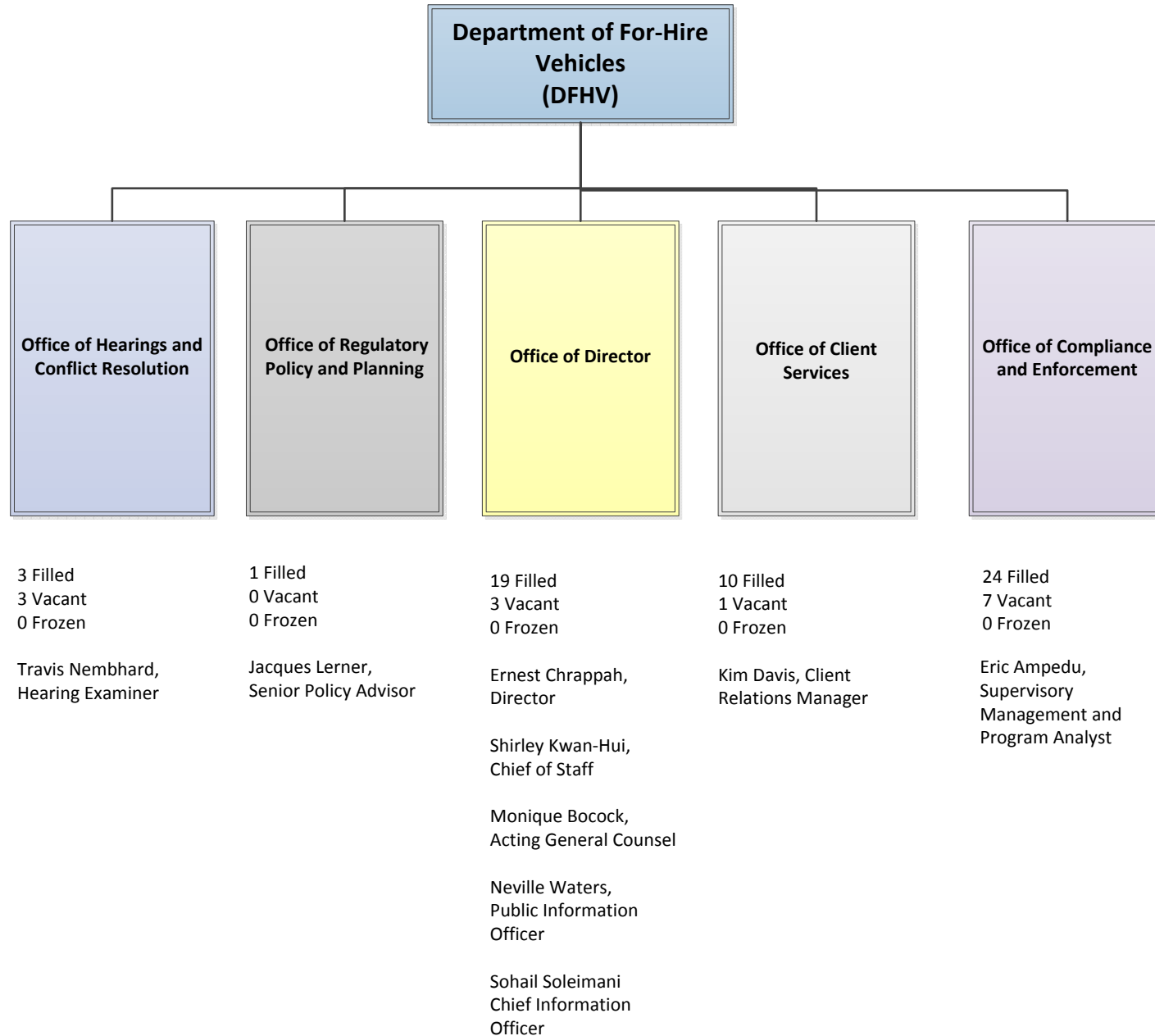
68. In which Wards is the Neighborhood Ride Service now operating? Are there plans for expansion, and if so, what is the timeline for expansion?

The Neighborhood Ride Service (NRS) is currently operating in Wards 4, 7, and 8. As the NRS is a pilot program, DFHV is continuing to assess its effectiveness.

Attachment 1 - Organizational Chart



Department of For-Hire Vehicles (DFHV) Functional Organizational Chart – As of January 31, 2018



Attachment 2 - Schedule A
Department of For-Hire Vehicles (TCO)
As of January 23, 2018

Program	Program Title	Activity	Title	Name	Reg/Temp/Term	Annual Salary	Annual Benefits	Length of Time with the agency	Must be Filled to Comply with Local Law
1000	AGENCY MANAGEMENT	1010	Management Liaison Specialist	Ricks,Tanya	Reg	104,423.00	23,181.91	3.6	N/A
		1010 Total				104,423.00	23,181.91		
		1030	Facility Operations Specialist	Richardson,John A	Reg	62,333.00	13,837.93	3.1	N/A
		1030 Total				62,333.00	13,837.93		
		1040	Info. Technology Specialist	Vacant	Reg	95,791.00	21,265.60		N/A
			STAFF ASST	Thornton,Jonathan C.	Term	45,848.00	10,178.26	3.3	N/A
			Chief Information Officer	Soleimani,Sohail	Reg	154,869.00	34,380.92	0.7	N/A
			IT Spec(Applications Software)	Benjamin,Gerard	Reg	89,992.00	19,978.22	2.5	N/A
		1040 Total				386,500.00	85,803.00		
		1060	General Counsel	Vacant	Reg	151,378.00	33,605.92		Yes
			TRIAL ATTORNEY	Bocock,Monique	Reg	134,595.00	29,880.09	3.7	N/A
			ATTORNEY ADVISOR	Mingal,Adam Branden	Reg	103,728.00	23,027.62	2.6	N/A
		1060 Total				389,701.00	86,513.62		
		1090	Administrative Officer	Kasunic,Gerald M	Reg	109,000.00	24,198.00	1.7	N/A
			Director, Department For-Hire	Chrappah,Ernest	Reg	172,131.03	38,213.09	2.7	Yes
			Chief of Staff	Kwan-Hui,Shirley S	Reg	144,612.00	32,103.86	2.3	Yes
			Program Analyst	Tietjen,Michael C.	Reg	104,423.00	23,181.91	1.2	N/A
			EXECUTIVE ASST	Mixon,Juanda A.	Reg	76,894.00	17,070.47	6.4	N/A
			Procurement Analyst	Hevor,Renee	Reg	69,395.00	15,405.69	9.11	N/A
			ADMIN SUPPORT SPEC	Dunn,Michelle	Reg	76,894.00	17,070.47	2.7	N/A
			Senior Policy Advisor	Lerner,Jacques P.	Reg	154,869.00	34,380.92	3.7	N/A
			Special Assistant	Watkins,Christopher	Reg	94,035.00	20,875.77	0.3	N/A
			Program Manager	Vacant	Reg	103,992.00	23,086.22		N/A
			Program Analyst	Jones,Kevin G	Reg	70,345.00	15,616.59	0.2	N/A
			Program Analyst	Latham,Rasheena D	Term	70,345.00	15,616.59	0	N/A
		1090 Total				1,246,935.03	276,819.58		
1000 Total						2,189,892.03	486,156.03		
2000	OPERATIONS	2010	Complaints Support Specialist	TILLMAN,SHERRY A	Reg	69,641.00	15,460.30	8.11	N/A
			Complaints Manager	Vacant	Reg	103,992.00	23,086.22		N/A
			STAFF ASSISTANT	Shuford-Bennett,Tawanna A	Term	64,160.00	14,243.52	2.9	N/A
			Compliance Specialist	Vacant	Reg	81,050.00	17,993.10		N/A
		2010 Total				318,843.00	70,783.15		

Program	Program Title	Activity	Title	Name	Reg/Temp/Term	Annual Salary	Annual Benefits	Length of Time with the agency	Must be Filled to Comply with Local Law
		2040	Account Manager	Brown,James Arthur	Term	79,077.00	17,555.09	1.3	N/A
			Program Manager	MUHAMMAD,KARL A	Reg	104,423.00	23,181.91	3.5	N/A
			Program Manager (Consumer Service)	Lindsay,Charles L	Term	123,403.00	27,395.47	2.11	N/A
		2040 Total				306,903.00	68,132.47		
		2050	Senior Hearing Examiner	Vacant	Reg	95,791.00	21,265.60		N/A
			HEARING EXAMINER	Nembhard,Travis	Reg	83,647.00	18,569.63	1.3	N/A
		2050 Total				179,438.00	39,835.24		
2000 Total						805,184.00	178,750.85		
4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	Lead Vehicle Inspection Office	Conrad Sr.,James M	Reg	67,419.00	14,967.02	9	N/A
			Supv Mgmt and Program Analyst	Ampedu,Eric Osei	Reg	120,000.00	26,640.00	0.9	N/A
			Vehicle Inspection Officer	Shepperd,Olga D	Reg	43,718.00	9,705.40	0.1	N/A
			Vehicle Inspection Officer	Hudgins,Marques D	Reg	48,122.00	10,683.08	6	N/A
			Vehicle Inspection Officer	Lea Jr.,Thomas L	Reg	57,559.00	12,778.10	9	N/A
			Vehicle Inspection Officer	Vacant	Reg	42,250.00	9,379.50		N/A
			Lead Vehicle Inspection Office	Evans,Timothy C	Reg	71,371.00	15,844.36	14.4	N/A
			Vehicle Inspection Officer	Pollard,Andrew H	Reg	43,718.00	9,705.40	0.4	N/A
			Program Analyst	Kamau,Gladys W	Reg	83,647.00	18,569.63	0.5	N/A
			Vehicle Inspection Officer	Wallace,Gregory J	Reg	55,462.00	12,312.56	3.8	N/A
			Vehicle Inspection Officer	Mann,David	Reg	48,122.00	10,683.08	2.1	N/A
			Vehicle Inspection Officer	Fludd,Anthony	Reg	45,186.00	10,031.29	1.5	N/A
			Supervisory Vehicle Inspection	Starks,Dennis J.	Reg	108,179.97	24,015.95	4.1	N/A
			Assistant Supervisory Vehicle	Vacant	Reg	90,428.00	20,075.02		N/A
			Vehicle Inspection Officer	Glover,Brian H	Reg	55,462.00	12,312.56	3.4	N/A
			Vehicle Inspection Officer	Bears,Kalvin G	Reg	57,559.00	12,778.10	8.2	N/A
			Lead Vehicle Inspection Office	Lane,James A	Reg	65,443.00	14,528.35	9.11	N/A
			Vehicle Inspection Officer	Benson,Andraea D	Reg	59,189.00	13,139.96	8.9	N/A
			Vehicle Inspection Officer	Gibson,Ron Treece M	Reg	52,526.00	11,660.77	2.8	N/A
			Vehicle Inspection Officer	Johnson,Sonji L	Reg	55,462.00	12,312.56	3.8	N/A
			PUBLIC VEHICLE ENFORCE INSPEC	Vacant	Reg	42,250.00	9,379.50		N/A
			PUBLIC VEHICLE ENFORCE INSPEC	Vacant	Reg	42,250.00	9,379.50		N/A
			Vehicle Inspection Officer	Morgan,William	Reg	46,654.00	10,357.19	2.7	N/A
			Assistant Supervisory Vehicle	Bowden,Mia	Reg	76,083.50	16,890.54	11.6	N/A
			Assistant Supervisory Vehicle	Regester,Lamont	Reg	83,168.19	18,463.34	3.3	N/A
			Assistant Supervisory Vehicle	Martin,Carl E	Reg	76,083.50	16,890.54	10.2	N/A
			Vehicle Inspection Officer	Spencer,Kisha L	Reg	60,819.00	13,501.82	6	N/A

Program	Program Title	Activity	Title	Name	Reg/Temp/Term	Annual Salary	Annual Benefits	Length of Time with the agency	Must be Filled to Comply with Local Law
			Program Analyst	Vacant	Reg	70,345.00	15,616.59		N/A
			Program Analyst	Vacant	Reg	70,345.00	15,616.59		N/A
			Program Analyst	Haile,Martha N	Term	56,852.00	12,621.14	0.2	N/A
			Program Analyst	Vacant	Reg	56,852.00	12,621.14		N/A
		4010 Total				1,952,525.16	433,460.59		
4000 Total						1,952,525.16	433,460.59		
7000	MARKETING AND OUTREACH	7010	Public Affairs Specialist	Waters III,Neville R	Reg	120,335.00	26,714.37	5.5	N/A
		7010 Total				120,335.00	26,714.37		
7000 Total						120,335.00	26,714.37		
8000	CLIENT SERVICES	8010	PGM SUPPORT SPEC	Goodwin,Wanda T	Reg	62,449.00	13,863.68	30.6	N/A
			PGM SUPPORT SPEC	Vacant	Reg	47,185.00	10,475.07		N/A
			Client Relations Manager	Davis,Kim S	Reg	121,323.00	26,933.71	0.9	N/A
			PGM SUPPORT SPEC	Edwards,Clarissa	Reg	60,757.00	13,488.05	6	N/A
			STAFF ASSISTANT	Smallwood,Stefanie	Reg	47,185.00	10,475.07	0.5	N/A
			Program Manager (Driver Service)	Roberts,Linda A	Reg	81,260.00	18,039.72	38.4	N/A
			PGM SUPPORT SPEC	Smith,Roxanne	Reg	59,189.00	13,139.96	3.2	N/A
		8010 Total				479,348.00	106,415.26		
		8020	I T Project Manager	Lee,Chun-Ping	Reg	108,063.00	23,989.99	4.3	N/A
		8020 Total				108,063.00	23,989.99		
8000 Total						587,411.00	130,405.24		
100F	AGENCY FINANCIAL OPERATIONS	110F	Financial Manager	Belay,Dereje	Reg	106,922.00	23,736.68		N/A
		110F Total				106,922.00	23,736.68		
100F Total						106,922.00	23,736.68		
Grand Total						5,762,269.19	1,279,223.76		

**Attachment 3 - Intra-District Transfers
Department of For-Hire Vehicles (TCO)**

FY2017 Intra-District Transfers from Other Agencies

Project No.	Description	Seller Agency	Buyer Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	Letter of Intent Execution Date
CTS17N	Education First Children Transportation Services - Grant	Department of For-Hire Vehicles	Child and Family Services Agency (CFSA)	7000	MARKETING AND OUTREACH	7020	OUTREACH	Local Fund	5/2/2017	5/12/2017	131,000.00	N/A
DMVLIC	Taxicab Out of State Licensing	Department of For-Hire Vehicles	Department of Motor Vehicles (DMV)	8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	SPR	12/7/2016	Quarterly	132,857.98	N/A
VZP17N	Vision Zero - Grant	Department of For-Hire Vehicles	Department of Transportation (DDOT)	4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	2/14/2017	2/16/2017	37,221.10	N/A
Total											\$ 301,079.08	

FY2017 Intra-District Transfers to Other Agencies

Project No.	Description	Buyer Agency	Seller Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	Letter of Intent Execution Date
7DCTTC	DC NET Sweep	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	SPR	Citywide MOU	11/1/2016	4,993.34	N/A
7EMLTC	MICROSOFT OFFICE 365	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	SPR	7/11/2017	7/26/2017	2,903.16	N/A
7FMTG0	Fleet Services	Department of For-Hire Vehicles	Department of Public Works (DPW)	4000	ENFORCEMENT	4030	FLEET MANAGEMENT	SPR	Citywide MOU	11/1/2016	29,854.52	N/A
DFHV17	Citywide Radio Communications	Department of For-Hire Vehicles	Office of Unified Communications (OUC)	2000	OPERATIONS	2040	CUSTOMER SERVICE	SPR	2/14/2017	2/17/2017	13,032.14	N/A
H308TC	Telecommunications	Department of For-Hire Vehicles	Office of Finance and Resources Management (OFRM)	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	SPR	Citywide MOU	11/30/2016	3,683.22	N/A
				1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	SPR	Citywide MOU	11/1/2016	18,952.11	N/A
				2000	OPERATIONS	2060	RESEARCH	SPR	Citywide MOU	11/1/2016	74,003.47	N/A
PC7TC0	Purchase/Travel Card	Department of For-Hire Vehicles	Office of Contracting and Procurement (OCP)	4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	Citywide MOU	11/1/2016	8,000.00	N/A
				7000	MARKETING AND OUTREACH	7010	MARKETING	SPR	Citywide MOU	11/1/2016	19,884.31	N/A
				7000	MARKETING AND OUTREACH	7020	OUTREACH	Local Fund	Citywide MOU	11/1/2016	10,000.00	N/A
TC17BE	Executive Leadership Program	Department of For-Hire Vehicles	DC Human Resources (DCHR)	4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	12/12/2016	12/22/2016	12,000.00	N/A
TCBE17	Fingerprinting/Background Checks	Department of For-Hire Vehicles	DC Human Resources (DCHR)	8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	SPR	9/16/2016	10/3/2016	1,576.00	N/A
Total											\$ 198,882.27	

FY2018 Intra-District Transfers from Other Agencies

Project No.	Description	Seller Agency	Buyer Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	Letter of Intent Execution Date
CTS18N	Education First Children Transportation Services - Grant	Department of For-Hire Vehicles	Child and Family Services Agency (CFSA)	7000	MARKETING AND OUTREACH	7020	OUTREACH	Local Fund	9/30/2017	10/6/2017	500,000.00	N/A
DAS18N	Detail of Admin Support Assistant	Department of For-Hire Vehicles	Office of the Deputy Mayor for Public Safety and Justice	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	Local Fund	1/3/2018	1/4/2018	70,474.00	N/A
VET18N	Veterans Transportation Services (VetRides) - Grant	Department of For-Hire Vehicles	Mayor's Office of Veteran Affairs (MOVA)	7000	MARKETING AND OUTREACH	7020	OUTREACH AND PUBLIC INFORMATION	Local Fund	10/5/2017	10/16/2017	60,000.00	N/A
Total											\$ 630,474.00	

FY2018 Intra-District Transfers to Other Agencies

Project No.	Description	Buyer Agency	Seller Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	Letter of Intent Execution Date
8DCTTC	DC NET Sweep	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	SPR	Citywide MOU	11/30/2017	16,000.00	N/A
8EM365	MICROSOFT OFFICE 365-E3 STEP-UP LIC-52	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	SPR	11/16/2017	11/29/2017	15,568.80	N/A
8FMTG0	Fleet Services	Department of For-Hire Vehicles	Department of Public Works (DPW)	1000	AGENCY MANAGEMENT	1070	FLEET MANAGEMENT	SPR	Citywide MOU	12/1/2017	29,854.52	N/A
DFHV18	Citywide Radio Communications	Department of For-Hire Vehicles	Office of Unified Communications (OUC)	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	11/21/2017	12/8/2017	13,294.69	N/A
I308TC	Telecommunications	Department of For-Hire Vehicles	Office of Finance and Resources Management (OFRM)	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	SPR	Citywide MOU	11/20/2017	8,000.00	N/A
PX0TC0	Purchase/Travel Card	Department of For-Hire Vehicles	Purchase Card Transactions (PX0)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	SPR	Citywide MOU	10/2/2017	100,000.00	N/A
TCBE18	Suitability & Compliance Services	Department of For-Hire Vehicles	DC Human Resources (DCHR)	8000	CLIENT SERVICES	8010	DRIVER SERVICE	SPR	9/15/2017	10/12/2017	6,890.00	N/A
Total											\$ 189,608.01	

**Attachment 4 - Special Revenue Funds
Department of For-Hire Vehicles (TCO)
FY2017 and FY2018 Revenue and Expenditures**

Fund Code	Fund Title	Source of Funding	Description	FY2017 Revenue	FY2017 Actual Expenditure	FY2018 Revenue 01/23/2017	FY2018 Actual Expenditure 01/23/2017	Fund Balance (As of 09/30/2017)
2100	Justice Department Fingerprints	Taxicab Drivers	This fee is collected from taxicab drivers for fingerprinting/background check services. The fees are then transferred to DCHR via the Intra-District process to conduct the fingerprinting services.	\$ 6,336.00	\$ 1,576.00	\$ 1,386.00	\$ -	Lapsing Fund
2400	Public Vehicles For-Hire Consumer Service Fund	Taxicab Drivers, Taxicab Companies, Passengers, Digital Dispatch Service providers	This fund replaced Fund 2200 to include Digital Dispatch Service (DDS) providers. It is used to deposit revenue collected from surcharges, 1% gross receipts from DDS providers, licensing fees and other charges. This fund supports the day-to-day operations for the Agency.	\$ 9,463,855.87	\$ 8,492,233.20	\$ 2,242,752.57	\$ 2,354,293.57	\$ 2,874,521.29
				\$ 9,470,191.87	\$ 8,493,809.20	\$ 2,244,138.57	\$ 2,354,293.57	\$ 2,874,521.29

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 309.83	ADOBE	IT for Operations	JUANDA MIXON
\$ 309.83	ADOBE	IT for Operations	JUANDA MIXON
\$ 309.83	ADOBE	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 224.85	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 209.86	Adobe*ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 24.18	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 29.29	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 32.79	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 45.96	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 61.97	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 96.11	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 174.84	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 407.97	AMAZON MKTPLACE PMTS	IT for Operations	GERARD BENJAMIN
\$ 15.64	AMAZON MKTPLACE PMTS	Office supplies	JUANDA MIXON
\$ 19.50	AMAZON MKTPLACE PMTS	Office supplies	JUANDA MIXON
\$ 24.94	AMAZON MKTPLACE PMTS	Office supplies	JUANDA MIXON
\$ 10.99	AMAZON PRIME	Office supplies	GERARD BENJAMIN
\$ (10.99)	AMAZON PRIME	Refund	GERARD BENJAMIN
\$ 873.88	AMAZON WEB SERVICES	IT for Operations	GERARD BENJAMIN
\$ 879.67	AMAZON WEB SERVICES	IT for Operations	GERARD BENJAMIN
\$ 903.71	AMAZON WEB SERVICES	IT for Operations	GERARD BENJAMIN
\$ 142.61	AMAZON.COM	Office supplies	JUANDA MIXON
\$ 229.40	American Airlines	Communications and Outreach	JUANDA MIXON
\$ 4.99	APL* ITUNES.COM/BILL	IT for Operations	JUANDA MIXON

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 104.98	APL* ITUNES.COM/BILL	IT for Operations	JUANDA MIXON
\$ (34.99)	APL* ITUNES.COM/BILL	Refund	JUANDA MIXON
\$ 5.69	APL*APPLE ONLINE STORE	IT for Operations	JUANDA MIXON
\$ 99.00	APL*APPLE ONLINE STORE	IT for Operations	JUANDA MIXON
\$ 99.00	APL*APPLE ONLINE STORE	IT for Operations	GERARD BENJAMIN
\$ 104.69	APL*APPLE ONLINE STORE	IT for Operations	JUANDA MIXON
\$ (104.69)	APL*APPLE ONLINE STORE	Refund	JUANDA MIXON
\$ (5.69)	APL*APPLE ONLINE STORE	Refund	JUANDA MIXON
\$ 300.00	ATLASSIAN	IT for Operations	GERARD BENJAMIN
\$ 350.00	AUCAREERCENTER	Communications & Outreach	JUANDA MIXON
\$ 399.98	BEST BUY 00010926	IT for Operations	JUANDA MIXON
\$ (399.98)	BEST BUY 00010926	Refund	JUANDA MIXON
\$ 100.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 100.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 100.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 100.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 100.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 1,000.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 129.98	CAPITAL SERVICES AND S	Uniforms	JUANDA MIXON
\$ 703.92	CAPITAL SERVICES AND S	Office supplies	JUANDA MIXON
\$ 97.03	COMCAST	Communications and Research	JUANDA MIXON
\$ 215.66	COMCAST	Communications and Research	JUANDA MIXON
\$ 215.66	COMCAST	Communications and Research	JUANDA MIXON
\$ 321.36	COMCAST	Communications and Research	JUANDA MIXON
\$ 197.39	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 197.39	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 197.39	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 197.39	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 214.02	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 214.02	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 214.02	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 214.02	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 214.02	COMCAST OF WASHINGTON	Communications and Research	JUANDA MIXON
\$ 258.95	COMMERCIAL SAFETY SERV	IT for Operations	JUANDA MIXON
\$ 258.95	COMMERCIAL SAFETY SERV	IT for Operations	JUANDA MIXON
\$ 258.95	COMMERCIAL SAFETY SERV	IT for Operations	JUANDA MIXON
\$ 285.95	COMMERCIAL SAFETY SERV	IT for Operations	JUANDA MIXON
\$ 497.65	COMMERCIAL SAFETY SERV	IT for Operations	JUANDA MIXON
\$ (285.95)	COMMERCIAL SAFETY SERV	Refund	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 115.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 230.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 90.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ 90.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ 90.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ 90.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ 95.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ 105.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ 182.00	DC GOV PARKS & REC	Hearings	JUANDA MIXON
\$ (120.00)	DC GOV PARKS & REC	Refund	JUANDA MIXON
\$ (117.00)	DC GOV PARKS & REC	Refund	JUANDA MIXON
\$ 1,250.00	DMI* DELL HLTHCR/REL	IT for Operations	GERARD BENJAMIN
\$ 15.17	DNH*GODADDY.COM	IT for Operations	JUANDA MIXON

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 20.16	DNH*GODADDY.COM	IT for Operations	GERARD BENJAMIN
\$ 63.32	DNH*GODADDY.COM	IT for Operations	GERARD BENJAMIN
\$ 176.84	DNH*GODADDY.COM	IT for Operations	JUANDA MIXON
\$ 192.01	DNH*GODADDY.COM	IT for Operations	JUANDA MIXON
\$ (3.22)	DNH*GODADDY.COM	Refund	GERARD BENJAMIN
\$ 31.95	DRI*CRYSTAL OFFICE	IT for Operations	GERARD BENJAMIN
\$ 36.00	EASELLY INFOGRAPHICS	IT for Operations	JUANDA MIXON
\$ 16.00	ENVATOMARKET	IT for Operations	JUANDA MIXON
\$ 25.00	EXPERIAN EXP PAY CC	Vehicle History Check	JUANDA MIXON
\$ 25.00	EXPERIAN EXP PAY CC	Vehicle History Check	JUANDA MIXON
\$ 25.00	EXPERIAN EXP PAY CC	Vehicle History Check	JUANDA MIXON
\$ 269.76	EXPERIAN EXP PAY CC	Vehicle History Check	JUANDA MIXON
\$ 11.38	FEDEX 92497173	Communications & Outreach	JUANDA MIXON
\$ 30.74	FEDEX 92497174	Communications & Outreach	JUANDA MIXON
\$ 55.88	FEDEX 93887635	Communications & Outreach	GERARD BENJAMIN
\$ 82.52	FEDEX 95439165	Communications & Outreach	JUANDA MIXON
\$ 5.37	FEDEX 95528727	Communications & Outreach	JUANDA MIXON
\$ 33.98	FEDEXOFFICE 00018101	Communications and Outreach	JUANDA MIXON
\$ 33.98	FEDEXOFFICE 00018101	Communications and Outreach	JUANDA MIXON
\$ 36.50	FORMOST ADVANCED CRE	Office supplies	JUANDA MIXON
\$ 52.50	FORMOST ADVANCED CRE	Office supplies	JUANDA MIXON
\$ 1,525.00	GELBERG SIGNS	Office supplies	JUANDA MIXON
\$ 1,584.90	GELBERG SIGNS	Office supplies	JUANDA MIXON
\$ 1,879.90	GELBERG SIGNS	Office supplies	JUANDA MIXON
\$ (59.90)	GELBERG SIGNS	Refund	JUANDA MIXON
\$ 7.00	GITHUB.COM 6V55G	IT for Operations	JUANDA MIXON
\$ (0.45)	GITHUB.COM 6V55G	Refund	JUANDA MIXON
\$ 84.00	GITHUB.COM 6V55G	IT for Operations	JUANDA MIXON
\$ 25.00	GOOGLE *GOOGLE PLAY	Office supplies	JUANDA MIXON
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 10.56	GOOGLE *SERVICES	IT for Operations	GERARD BENJAMIN
\$ 525.00	IATR	Communications & Outreach	JUANDA MIXON
\$ 775.00	IATR	Communications & Outreach	JUANDA MIXON
\$ 775.00	IATR	Communications & Outreach	JUANDA MIXON
\$ 775.00	IATR	Communications & Outreach	JUANDA MIXON
\$ 5,000.00	IN *LESSONLY, INC.	Staff Development	JUANDA MIXON
\$ 399.20	IN *USERVOICE	Communications and Outreach	JUANDA MIXON
\$ 4,790.40	IN *USERVOICE	Communications and Outreach	JUANDA MIXON
\$ 4,790.40	INTUIT *IN *USERVOICE	IT for Operations	GERARD BENJAMIN
\$ 30.00	JIMMIE MUSCATELLO'S	Uniforms	JUANDA MIXON
\$ 34.95	JIMMIE MUSCATELLO'S	Uniforms	JUANDA MIXON
\$ 62.93	JIMMIE MUSCATELLO'S	Uniforms	JUANDA MIXON
\$ 187.79	JIMMIE MUSCATELLO'S	Uniforms	JUANDA MIXON
\$ 25.98	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 77.99	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 115.85	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 126.94	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 339.85	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 374.70	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 390.58	JIMMIE MUSCATELLO'S GQ	Uniforms	JUANDA MIXON
\$ 121.90	JIMMIE MUSCATELLO'S GQ	Communications & Outreach	JUANDA MIXON
\$ 121.90	JIMMIE MUSCATELLO'S GQ	Communications & Outreach	JUANDA MIXON
\$ 53.85	LABOR LAW CENTER COM	Office supplies	JUANDA MIXON
\$ 59.90	LABOR LAW CENTER COM	Office supplies	JUANDA MIXON

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 2,388.00	LIVESTREAM.COM	Hearings	JUANDA MIXON
\$ 20.00	METRO 105-NAVY YARD W	Local Transportation for business activities	JUANDA MIXON
\$ 20.00	METRO 105-NAVY YARD W	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 25.00	METRO 106-ANACOSTIA S	Local Transportation for business activities	JUANDA MIXON
\$ 1,710.00	METROPOLITAN OFFICE PR	Equipment Maintanace/Repairs	JUANDA MIXON
\$ 1,710.00	METROPOLITAN OFFICE PR	Equipment Maintanace/Repairs	JUANDA MIXON
\$ 550.00	METROPOLITAN OFFICE PR	Facilities	JUANDA MIXON
\$ 645.00	METROPOLITAN OFFICE PR	Facilities	JUANDA MIXON
\$ 257.99	METROPOLITAN OFFICE PR	IT for Operations	GERARD BENJAMIN
\$ 1,995.00	METROPOLITAN OFFICE PR	IT for Operations	GERARD BENJAMIN
\$ 74.45	METROPOLITAN OFFICE PR	Office supplies	JUANDA MIXON
\$ 629.68	METROPOLITAN OFFICE PR	Office supplies	JUANDA MIXON
\$ 83.69	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 541.64	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 669.84	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 807.71	MIDTOWN PERSONNEL INC	Operations	GERARD BENJAMIN
\$ 872.72	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 893.12	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 950.25	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 956.40	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 1,116.40	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 1,116.40	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 1,192.56	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 1,206.82	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 1,313.18	MIDTOWN PERSONNEL INC	Operations	GERARD BENJAMIN

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 1,520.40	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 1,520.40	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 1,590.08	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 1,987.60	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 1,987.60	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 2,387.60	MIDTOWN PERSONNEL INC	Operations	GERARD BENJAMIN
\$ 2,387.60	MIDTOWN PERSONNEL INC	Operations	GERARD BENJAMIN
\$ 3,460.17	MIDTOWN PERSONNEL INC	Operations	TANYA RICKS
\$ 4,375.20	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ 4,375.20	MIDTOWN PERSONNEL INC	Operations	JUANDA MIXON
\$ (1,987.60)	MIDTOWN PERSONNEL INC	Refund	TANYA RICKS
\$ 402.55	MLK GARAGE	Fleet	JUANDA MIXON
\$ 402.55	MLK GARAGE	Fleet	JUANDA MIXON
\$ 502.55	MLK GARAGE	Fleet	JUANDA MIXON
\$ 805.10	MLK GARAGE	Fleet	JUANDA MIXON
\$ 805.10	MLK GARAGE	Fleet	JUANDA MIXON
\$ 541.25	MONARCH BROADCAST MESS	Communications & Outreach	JUANDA MIXON
\$ 911.48	MONARCH BROADCAST MESS	Communications & Outreach	JUANDA MIXON
\$ 911.97	MONARCH BROADCAST MESS	Communications & Outreach	JUANDA MIXON
\$ 603.00	NABJ - Events	Communications & Outreach	JUANDA MIXON
\$ 645.00	NATIONAL ASSOCIATION O	Communications & Outreach	JUANDA MIXON
\$ 1,250.00	NEAL R. GROSS & CO., I	Hearings	JUANDA MIXON
\$ 1,250.00	NEAL R. GROSS & CO., I	Hearings	GERARD BENJAMIN
\$ 318.00	NOREX GROUP, LLC	Office supplies	JUANDA MIXON
\$ 2,530.96	NOVAVISION INC	Communications and Outreach	JUANDA MIXON
\$ 490.00	PAYPAL *ONSTREAMSYS	IT for Operations	JUANDA MIXON
\$ 94.82	PAYPAL *TOMTOPTECHN	IT for Operations	GERARD BENJAMIN
\$ 2,529.48	RR DONNELLEY-PAYMETRIC	Office supplies	JUANDA MIXON
\$ 2,700.00	SECUREMARK DECAL CORP	Office supplies	JUANDA MIXON
\$ 1,973.51	SKYLINE EXHIBITS	Communications & Outreach	JUANDA MIXON
\$ 1,688.67	SKYLINE EXHIBITS	Communications and Outreach	JUANDA MIXON

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 473.97	SOUTHWEST AIRLINES	Communications and Outreach	JUANDA MIXON
\$ 473.97	SOUTHWEST AIRLINES	Communications and Outreach	JUANDA MIXON
\$ 527.46	SOUTHWEST AIRLINES	Communications and Outreach	JUANDA MIXON
\$ 490.00	SQ *SQUARE, INC.	IT for Operations	JUANDA MIXON
\$ 26.00	<u>SURVEYMONKEY.COM</u>	Communications and Outreach	JUANDA MIXON
\$ 26.00	<u>SURVEYMONKEY.COM</u>	Communications and Research	JUANDA MIXON
\$ 26.00	<u>SURVEYMONKEY.COM</u>	Communications and Research	JUANDA MIXON
\$ 26.00	<u>SURVEYMONKEY.COM</u>	Communications and Research	JUANDA MIXON
\$ 204.00	SYNETY INC	IT for Operations	JUANDA MIXON
\$ 264.95	TARGET 00012955	IT for Operations	GERARD BENJAMIN
\$ 995.00	TECHCRUNCH DISRUPT ...	Communications & Outreach	JUANDA MIXON
\$ 995.00	TECHCRUNCH DISRUPT ...	Communications & Outreach	GERARD BENJAMIN
\$ 29.96	THE HOME DEPOT #2583	Office supplies	JUANDA MIXON
\$ 202.41	THE HOME DEPOT #2583	Office supplies	JUANDA MIXON
\$ (22.46)	THE HOME DEPOT #2583	Refund	JUANDA MIXON
\$ (13.44)	THE HOME DEPOT #2583	Refund	JUANDA MIXON
\$ 221.65	THOMSON WEST*TCD	IT for Operations	JUANDA MIXON
\$ 1,275.00	TOUCAN	Communications and Outreach	JUANDA MIXON
\$ 1,275.00	TOUCAN	Communications and Outreach	JUANDA MIXON
\$ 1,850.00	TOUCAN	Communications and Outreach	JUANDA MIXON
\$ 1,850.00	TOUCAN	Communications and Outreach	JUANDA MIXON
\$ 4,960.00	TOUCAN	Communications and Outreach	GERARD BENJAMIN
\$ 160.00	TOUCAN	Office supplies	TANYA RICKS
\$ 400.00	TRB ANNUAL MEETING	Communications & Outreach	JUANDA MIXON
\$ 200.00	UNITED AIRLINES	Communications & Outreach	JUANDA MIXON
\$ 338.00	UNITED AIRLINES	Communications & Outreach	JUANDA MIXON
\$ 200.00	UNITED AIRLINES	Communications and Outreach	JUANDA MIXON
\$ 417.40	UNITED AIRLINES	Communications and Outreach	JUANDA MIXON
\$ 400.00	URBAN AIRSHIP, INC.	IT for Operations	GERARD BENJAMIN
\$ 13.60	USPS PO 1049740200	Postage Services	JUANDA MIXON
\$ 199.00	VIMEO PRO	IT for Operations	JUANDA MIXON

FY17 Purchase Card Spending

Transaction Amount	Vendor name	General Purpose	Purchase Card Holder
\$ 126.90	ZENDESK, INC.	IT for Operations	GERARD BENJAMIN
\$ 317.25	ZENDESK, INC.	IT for Operations	JUANDA MIXON
\$ 888.30	ZENDESK, INC.	IT for Operations	JUANDA MIXON
\$ (65.55)	ZENDESK, INC.	Refund	JUANDA MIXON
\$ 284.00	ZENDRIVE INC.	IT for Operations	GERARD BENJAMIN

FY18 Purchase Card Spending

Transaction Amount	Vendor Name	General Purpose	Purchase Card Holder
\$ 173.00	American Airlines	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 195.00	CTC*CONSTANTCONTACT.C	Communications & Outreach	JUANDA MIXON
\$ 525.00	IATR	Communications & Outreach	JUANDA MIXON
\$ 592.50	IATR	Communications & Outreach	JUANDA MIXON
\$ 592.50	IATR	Communications & Outreach	JUANDA MIXON
\$ 592.50	IATR	Communications & Outreach	JUANDA MIXON
\$ 592.50	IATR	Communications & Outreach	JUANDA MIXON
\$ 695.00	NATIONAL ASSOCIATION O	Communications & Outreach	JUANDA MIXON
\$ 411.96	Southwest Airlines	Communications & Outreach	JUANDA MIXON
\$ 1,000.00	CALLHUB.IO CALLHUB CRE	Communications and Outreach	GERARD BENJAMIN
\$ 889.93	MONARCH BROADCAST MESS	Communications and Outreach	JUANDA MIXON
\$ 215.63	COMCAST	Communications and Research	JUANDA MIXON
\$ 179.57	COMCAST	Communications and Research	JUANDA MIXON
\$ 179.57	COMCAST	Communications and Research	JUANDA MIXON
\$ 27.80	EASYKEYSCOM INC	Facilities	JUANDA MIXON
\$ 450.00	CURTIS PROPERTY MANAGE	Facilities	JUANDA MIXON
\$ 1,458.00	SQU*SQ *NORMAN HAYES	Hearings	JUANDA MIXON
\$ 10.56	GOOGLE *GOOGLE STORAGE	IT for Operations	GERARD BENJAMIN
\$ 309.83	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 342.65	SMK*SURVEYMONKEY.COM	IT for Operations	JUANDA MIXON
\$ 99.00	DROPBOX*3NMQ42QLQCK4	IT for Operations	JUANDA MIXON
\$ (99.00)	DROPBOX*3NMQ42QLQCK4	IT for Operations	JUANDA MIXON
\$ 31.99	STAPLES 00102186	IT for Operations	GERARD BENJAMIN
\$ 175.11	STAPLES 00102269	IT for Operations	GERARD BENJAMIN
\$ (85.74)	STAPLES 00102269	IT for Operations	GERARD BENJAMIN
\$ (4.99)	STAPLES 00102269	IT for Operations	GERARD BENJAMIN
\$ 89.97	STAPLES 00100529	IT for Operations	GERARD BENJAMIN
\$ 309.83	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 95.88	DNH*GODADDY.COM	IT for Operations	GERARD BENJAMIN
\$ 43.32	<u>GODADDY.COM</u>	IT for Operations	GERARD BENJAMIN

FY18 Purchase Card Spending

Transaction Amount	Vendor Name	General Purpose	Purchase Card Holder
\$ (95.88)	DNH*GODADDY.COM	IT for Operations	GERARD BENJAMIN
\$ 317.25	GOOGLE *SERVICES	IT for Operations	JUANDA MIXON
\$ 309.83	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 84.00	<u>GITHUB.COM</u>	IT for Operations	JUANDA MIXON
\$ 309.83	ADOBE *ACROPRO SUBS	IT for Operations	JUANDA MIXON
\$ 8.25	PITNEY BOWES PI	Communications & Outreach	JUANDA MIXON
\$ 15.87	FEDEX 95997322	Communications & Outreach	JUANDA MIXON
\$ 49.48	Washington express	Communications & Outreach	JUANDA MIXON
\$ 200.00	GENERAL ASSEMBLY	Staff Development	JUANDA MIXON

**Attachment 6 - List of MOU
Department of For-Hire Vehicles (TCO)**

Project No.	Description	Seller Agency	Buyer Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	MOU End Date	Amount
CTS17N	Education First Children Transportation Services - Grant	Department of For-Hire Vehicles	Child and Family Services Agency (CFSA)	7000	MARKETING AND OUTREACH	7020	OUTREACH	Local Fund	5/2/2017	9/30/2017	131,000.00
DMVLIC	Taxicab Out of State Licensing	Department of For-Hire Vehicles	Department of Motor Vehicles (DMV)	8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	SPR	12/7/2016	9/30/2017	132,857.98
VZP17N	Vision Zero - Grant	Department of For-Hire Vehicles	Department of Transportation (DDOT)	4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	2/14/2017	9/30/2017	37,221.10
Total											\$ 301,079.08

FY2018 Intra-District Transfers to Other Agencies

Project No.	Description	Buyer Agency	Seller Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	MOU End Date	Amount
7EMLTC	MICROSOFT OFFICE 365	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	SPR	7/11/2017	9/30/2017	2,903.16
DFHV17	Citywide Radio Communications	Department of For-Hire Vehicles	Office of Unified Communications (OUC)	2000	OPERATIONS	2040	CUSTOMER SERVICE	SPR	2/14/2017	9/30/2017	13,032.14
TC178E	Executive Leadership Program	Department of For-Hire Vehicles	DC Human Resources (DCHR)	4000	ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	12/12/2016	9/30/2017	12,000.00
TCBE17	Fingerprinting/Background Checks	Department of For-Hire Vehicles	DC Human Resources (DCHR)	8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	SPR	9/16/2016	9/30/2017	1,576.00
Total											\$ 29,511.30

FY2017 No Fund Transfer MOU

Project No.	Description	Partner Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	MOU End Date	Amount
N/A	Independent Vehicle License (IVB) recognizing as Basic License License	Department of Consumer and Regulatory Affairs (DCRA)	8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	N/A	3/21/2017	9/30/2017	None

FY2018 Intra-District Transfers from Other Agencies

Project No.	Description	Seller Agency	Buyer Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	MOU End Date	Amount
CTS18N	Education First Children Transportation Services - Grant	Department of For-Hire Vehicles	Child and Family Services Agency (CFSA)	7000	MARKETING AND OUTREACH	7020	OUTREACH	Local Fund	9/30/2017	9/30/2018	500,000.00
DAS18N	Detail of Admin Support Assistant	Department of For-Hire Vehicles	Office of the Deputy Mayor for Public Safety and Justice	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	Local Fund	1/3/2018	9/30/2018	70,474.00
VET18N	Veterans Transportation Services (VetRides) - Grant	Department of For-Hire Vehicles	Mayor's Office of Veteran Affairs (MOVA)	7000	MARKETING AND OUTREACH	7020	OUTREACH AND PUBLIC INFORMATION	Local Fund	10/5/2017	9/30/2018	60,000.00
Total											\$ 630,474.00

FY2018 Intra-District Transfers to Other Agencies

Project No.	Description	Buyer Agency	Seller Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	MOU End Date	Amount
8EM365	MICROSOFT OFFICE 365-E3 STEP-UP LIC-52	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	SPR	11/16/2017	9/30/2018	15,568.80
DFHV18	Citywide Radio Communications	Department of For-Hire Vehicles	Office of Unified Communications (OUC)	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	SPR	11/21/2017	9/30/2018	13,294.69
TCBE18	Suitability & Compliance Services	Department of For-Hire Vehicles	DC Human Resources (DCHR)	8000	CLIENT SERVICES	8010	DRIVER SERVICE	SPR	9/15/2017	9/30/2018	6,890.00
Total											\$ 35,753.49

FY2018 No Fund Transfer MOU

Project No.	Description	Partner Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	MOU End Date	Amount
N/A	Independent Vehicle License (IVB) recognizing as Basic License License	Department of Consumer and Regulatory Affairs (DCRA)	8000	CLIENT SERVICES	8010	DRIVER/ CUSTOMER SERVICE	N/A	11/8/2017	9/30/2018	None

Attachment 7a - ODCA Audit Recommendation Compliance Form



ODCA Recommendation Compliance Form for the Department of For-Hire Vehicles (DFHV)

Report: Audit of the Public Vehicles For-Hire Consumer Service F November 2, 2017

Contact: cathy.patten@dc.gov, 202-442-4515

Please indicate what action your agency has taken or plans to take to implement the recommendations contained in this report, and return to ODCA no later than **January 12, 2018**, to odca.compliance@dc.gov.

Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>1. DFHV should determine the need or demand for Wheelchair Accessible Vehicles based on usage of WAVs currently in operation, and continue to provide grants for WAV purchase, rentals, and training based upon demand for these services.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date _____)</p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>As noted in our agency response to the audit, we have analyzed the demand and use of WAVs and published an executive summary report titled “Quantifying Demand and Use of Wheelchair Accessible Vehicles, Taxis, Limousines, Private Hire and Car Services – Executive Summary” on our agency’s website.</p> <p>In addition, we have published a scorecard of wheelchair accessible vehicles on our agency’s website.</p>	<p>1) “Quantifying Demand and Use of Wheelchair Accessible Vehicles, Taxis, Limousines, Private Hire and Car Services – Executive Summary” is posted at: https://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/page_content/attachments/WAV%20Executive%20Summary.pdf</p> <p>2) WAV Scorecard is posted at: https://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/page_content/attachments/WAV%20Scorecard%209.25.2017_1.pdf</p>
<p>2. DFHV should establish relevant procedures available to staff who process initial and renewal license applications and who are responsible for performing reconciliations of initial and renewal license application fees, as well as communicate updates to policy.</p>	<p><input type="checkbox"/> Implemented</p> <p><input checked="" type="checkbox"/> In progress (expected completion date)</p> <p>March 31, 2018 _____</p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>As noted in our agency response to the audit, we have developed a standard policies and procedures template, which we will use to create, publish, disseminate and educate the appropriate people about the proper processing of initial/renewal applications and performing reconciliations of license application fees.</p>	

		<p>We have updated the SOP on the processing of initial and renewal license application procedures and have included the reconciliation of initial and renewal license application fees collected by Cashiers in the SOP.</p> <p>We agree to develop a consistent protocol for the communicating policies and procedures to staff and relevant parties and for providing training to staff and relevant parties on the policies and procedures. We also agree to maintain records of such communications and trainings.</p>	
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Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>3. DFHV should develop an effective method to disseminate and communicate policies to all relevant staff.</p>	<input type="checkbox"/> Implemented <input checked="" type="checkbox"/> In progress (expected completion date) <u>March 31, 2018</u> <input type="checkbox"/> Recommendation no longer applicable <input type="checkbox"/> No action intended; management accepts risk <input type="checkbox"/> Not started	<p>As noted in our agency response to the audit report, we agree to develop consistent protocols for communicating to, and training of, staff and relevant parties on the policies and procedures and we will maintain records of such communications and trainings.</p>	
<p>4. DFHV should install a physical control mechanism for retained receipts and scanned and validated checks and money orders.</p>	<input checked="" type="checkbox"/> Implemented <input type="checkbox"/> In progress (expected completion date) <hr/> <input type="checkbox"/> Recommendation no longer applicable <input type="checkbox"/> No action intended; management accepts risk <input type="checkbox"/> Not started	<p>We have installed locking mechanisms for use throughout the day for retained receipts and scanned and validated checks and money orders.</p>	
<p>5. DFHV should develop standard operating procedures for locking up assets, including operator identification card licenses and special permits, at the close of business each day.</p>	<input type="checkbox"/> Implemented <input checked="" type="checkbox"/> In progress (expected completion date) <u>March 31, 2018</u> <input type="checkbox"/> Recommendation no longer applicable <input type="checkbox"/> No action intended; management accepts risk <input type="checkbox"/> Not started	<p>The issue surrounding after hour lockups has been remediated. Sensitive documents are now locked in a secure room at the end of each business day.</p> <p>We will comply with the recommendation and develop needed policies and procedures governing physical access controls in the Client Services areas.</p>	

Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>6. DFHV officials should develop a protocol, in collaboration with OCFO staff responsible for payment processing, to avoid late payment of invoices and ensure interest is paid for payments more than 15 days late.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date _____)</p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>DFHV received an updated Economic Development and Regulation Cluster 's invoice processing and payment procedures in December 2017 and will ensure compliance with these procedures going forward.</p> <p>In addition, we have collaborated with OCFO and OCTO by actively participating in their eInvoicing Pilot to further monitor and address lateness issues.</p>	<p>The Economic Development and Regulation Cluster 's invoice processing and payment procedures is part of the OCFO' s financial policies and procedures manual.</p>
<p>7. DFHV should submit monthly revenue report to the D.C. Council as required by District law or work with legislators to amend the law.</p>	<p><input type="checkbox"/> Implemented</p> <p><input checked="" type="checkbox"/> In progress (expected completion date)</p> <p><u>September 30, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>We have developed a template for the monthly revenue report with OCFO and obtained the appropriate approvals. The October 2017 revenue report has been submitted to the Council and the November 2017 revenue is in the approval process.</p>	
<p>8. DFHV and DMV should conduct and document an annual reconciliation of revenues collected through the Out-of-State Vehicle Registration Special Fund and dispersed to DFHV, and amend, where necessary, the "not to exceed" amount in future MOUs, to ensure that it is greater than the expected revenue that will be due to DFHV.</p>	<p><input type="checkbox"/> Implemented</p> <p><input checked="" type="checkbox"/> In progress (expected completion date)</p> <p><u>September 30, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>DMV will provide DFHV quarterly reconciliation documentation of revenues collected through the Out-of-State Vehicle Registration Special Fund. Instead of executing an MOU, OCFO, DMV and DFHV are working on a process for DMV to make the required revenue deposits directly into the Consumer Service Fund. Under the new process being developed, an MOU would no</p>	

		longer be required.	
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Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>9. DMV and DFHV should transfer excess funds from the Special Fund to the Consumer Service Fund, as required.</p>	<p><input type="checkbox"/> Implemented</p> <p><input checked="" type="checkbox"/> In progress (expected completion date)</p> <p><u>September 30, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>Instead of MOU, OCFO, DMV and DFHV are developing a process for DMV to make the required revenue deposits directly to the Consumer Service Fund.</p>	

Attachment 7b – OIG Audit Recommendation Status

Recommendation # from the Audit	Recommendation	Status
1	Develop and implement written policies and procedures over record maintenance of taxicab fees.	<p>Completed:</p> <ol style="list-style-type: none"> 1) Conducted an internal review of agency’s existing policies and procedures. 2) Developed a new policies and procedures document to improve processes for recording taxicab fees.
2	Develop and implement written policies and procedures documenting the process to validate fees collected against OCFO records.	<p>Completed:</p> <ol style="list-style-type: none"> 1) Conducted an internal review of agency’s existing policies and procedures. 2) Developed two new policies and procedures documents to improve processes for validating their collection in concert with the OCFO.
3	Establish and implement guidance to standardize the reporting format for surcharge fees for PSPs and comply with Title 31 DCMR requirements for PSPs.	<p>Completed:</p> <p>DFHV phased out its Payment Service Provider (PSP) Program. Instead, the Agency has since launched its Digital Taxicab Solution (DTS) Program, and took time to incorporate the PSP findings into our new DTS Program. DFHV has established and implemented guidance to standardize the reporting format for passenger surcharges submitted by DTS providers.</p>
4	Develop and implement policies and procedures for maintaining taxicab driver, taxicab company, and PSP files.	<p>Completed:</p> <ol style="list-style-type: none"> 1) Conducted an internal review of agency’s existing policies and procedures. 2) Standardized Policies and Procedures Template. 3) Completed Salesforce implementation.

Recommendation # from the Audit	Recommendation	Status
		4) Implemented of DTS and Client Services Policies & Procedures.
5	Finalize integration of the taxicab driver information systems.	Completed: Finalized and implemented Salesforce.

Attachment 7c – OIO Audit Recommendation Status

Recommendation # from the Audit	Recommendation	Status
4	Ensure cashiers provide a complete description of the reason and maintain evidence for a voided transaction, and to include identifying the correcting transaction, if one was required. Also, require supervisors, before approving a voided transaction in iNovah, to review and approve the supporting documentation for voiding the transaction to ensure transparency and validity for the void.	Completed: Recommendation was added to the revised SOP. Created new void process and form.
5	Identify iNovah allocation codes that are no longer used and request EDRC to have OFT deactivates the unneeded codes.	Completed: Unused codes have been removed.
6	Develop or update the Standard Operating Procedures (SOP) for the cashiering operations that details the specific duties and responsibilities of cashiers, supervisory cashiers, and supervisors, including procedures and related controls for documenting voids and correcting entries.	Completed: Revised SOP has been developed to include the recommendations.
7	Organize and maintain supporting documentation in a systematic, some chronological or alphabetical order so that the documentation can be easily retrieved for examination and review. If past transactions need to be reviewed, ensure that everyone (primary and back-up personnel) are aware of and follow approved procedures so that documents can be readily obtained if required.	Completed – There is a file cabinet in a secure room that has payment documentation filed in date order.
9	Establish a uniform system for creating single account identification number and to ensure that all cashiers use the system implemented by the DCTC. For driver transactions consider using only the drivers' taxi or limo license number, and for those transactions processed before the license is issued consider using last name and the last 4 of the social security number. Alternatively, develop and put a system in place that will prevent errors, irregularities, or fraud.	Completed: Revised SOP has been developed to include the recommendations.
10	Reinforce to DCTC staff the significance of charging the correct license and late fees and task supervisors to randomly monitor transactions for correctness, accuracy, and transparency.	Completed: Discussed in meeting with Staff on requirements and will continue to have follow-up meetings

Recommendation # from the Audit	Recommendation	Status
		<p>throughout the fiscal year to reinforce the significance of charging the correct license and late fees.</p> <p>Manager began random monitoring in FY17.</p>
11	<p>Establish a document archive date (10 years for example) and remove any document older than that date from the active files and put those document into archive storage or convert them to electronic storage so as to prevent a future document filing problem from reoccurring.</p>	<p>Completed: Revised SOP has been developed to include the recommendations.</p>

Attachment 8 - Approved Budget, Revised Budget, Cost Allocation and Spending

Department of For-Hire Vehicles (TCO) Fiscal Year 2018 Budget and Actual Expenditures As of December 31, 2017 (First Quarter)

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	LOCAL FUND	7000	MARKETING AND OUTREACH	7020	OUTREACH AND PUBLIC INFORMATION	4,095,397.00	4,095,397.00	591,192.00	3,504,205.00
		7000 Total				4,095,397.00	4,095,397.00	591,192.00	3,504,205.00
0100 Total						4,095,397.00	4,095,397.00	591,192.00	3,504,205.00
0600	SPECIAL PURPOSE REVENUE FUNDS (O'TYPE)	1000	AGENCY MANAGEMENT	1010	PERSONNEL	127,604.91	127,604.91	31,434.16	96,170.75
				1030	PROPERTY MANAGEMENT	75,742.71	75,742.71	18,632.35	57,110.36
				1040	INFORMATION TECHNOLOGY	1,280,364.42	1,380,364.42	336,095.43	1,044,268.99
				1060	LEGAL	505,548.34	505,548.34	68,404.25	437,144.09
				1070	FLEET MANAGEMENT	38,320.06	38,320.06	12,127.93	26,192.13
				1080	COMMUNICATIONS	13,000.00	13,000.00	0.00	13,000.00
				1090	PERFORMANCE MANAGEMENT	2,294,726.52	2,604,726.52	527,698.57	2,077,027.95
		1000 Total				4,335,306.96	4,745,306.96	994,392.69	3,750,914.27
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	131,136.61	131,136.61	31,791.12	99,345.49
		100F Total				131,136.61	131,136.61	31,791.12	99,345.49
		2000	OPERATIONS	2010	COMPLAINTS	346,934.26	346,934.26	73,223.49	273,710.77
				2030	DRIVER ASSISTANCE	0.00	0.00	(500.00)	500.00
				2040	ACCOUNT MANAGEMENT	431,845.30	431,845.30	94,459.64	337,385.66
				2050	HEARINGS AND CONFLICT RESOLUTION	220,578.00	220,578.00	25,097.25	195,480.75
				2060	RESEARCH	270,000.00	270,000.00	12,537.89	257,462.11
				2070	AUDIT	35,000.00	35,000.00	0.00	35,000.00
		2000 Total				1,304,357.56	1,304,357.56	204,818.27	1,099,539.29
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	2,585,246.88	2,585,246.88	578,974.09	2,006,272.79
		4000 Total				2,585,246.88	2,585,246.88	578,974.09	2,006,272.79
		7000	MARKETING AND OUTREACH	7010	MARKETING	288,216.43	288,216.43	44,527.25	243,689.18
				7020	OUTREACH AND PUBLIC INFORMATION	25,000.00	125,000.00	1,765.00	123,235.00
		7000 Total				313,216.43	413,216.43	46,292.25	366,924.18
		8000	CLIENT SERVICES	8010	DRIVER SERVICE	741,914.15	741,914.15	163,792.46	578,121.69
				8020	COMPANY SERVICES	127,604.91	127,604.91	33,954.64	93,650.27
		8000 Total				869,519.06	869,519.06	197,747.10	671,771.96
0600 Total						9,538,783.50	10,048,783.50	2,054,015.52	7,994,767.98
0700	OPERATING INTRA-DISTRICT FUNDS	2000	OPERATIONS	2070	AUDIT	170,000.00	170,000.00	0.00	170,000.00
		2000 Total				170,000.00	170,000.00	0.00	170,000.00
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	30,000.00	30,000.00	0.00	30,000.00
		4000 Total				30,000.00	30,000.00	0.00	30,000.00
		7000	MARKETING AND OUTREACH	7020	OUTREACH AND PUBLIC INFORMATION	0.00	560,000.00	79,675.00	480,325.00
		7000 Total				0.00	560,000.00	79,675.00	480,325.00
0700 Total						200,000.00	760,000.00	79,675.00	680,325.00
Grand Total						13,834,180.50	14,904,180.50	2,724,882.52	12,179,297.98

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

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

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

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

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

Department of For-Hire Vehicles (TCO)
Fiscal Year 2016 Budget and Actual Expenditures

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance	
0100	LOCAL FUND	1000	AGENCY MANAGEMENT PROGRAM	1060	LEGAL	83,949.57	83,949.57	83,949.57	0.00	
				1080	COMMUNICATIONS	15,203.96	15,203.96	15,203.96	0.00	
				1000 Total			99,153.53	99,153.53	99,153.53	0.00
		2000	DRIVER AND CONSUMER SERVICE PROGRAM	2020	COMMUNITY OUTREACH	1,000,000.00	1,820,775.58	1,788,270.96	32,504.62	
				2000 Total			1,000,000.00	1,820,775.58	1,788,270.96	32,504.62
		6000	LEGAL PROGRAM	6010	LEGAL PROGRAM	822.28	822.28	802.16	20.12	
				6000 Total			822.28	822.28	802.16	20.12
0100 Total					1,099,975.81	1,920,751.39	1,888,226.65	32,524.74		
0600	SPECIAL PURPOSE REVENUE FUNDS (O'TYPE)	1000	AGENCY MANAGEMENT PROGRAM	1010	PERSONNEL	266,663.99	266,663.99	529,526.49	(262,862.50)	
				1015	TRAINING AND EDUCATION	9,958.39	9,958.39	10,146.07	(187.68)	
				1020	CONTRACTING AND PROCUREMENT	115,549.62	115,549.62	141,327.59	(25,777.97)	
				1030	PROPERTY MANAGEMENT	25,922.81	25,922.81	34,221.19	(8,298.38)	
				1040	INFORMATION TECHNOLOGY	0.00	0.00	187,949.73	(187,949.73)	
				1050	FINANCIAL MANAGEMENT	41,887.24	41,887.24	57,967.91	(16,080.67)	
				1060	LEGAL	197,144.87	197,144.87	283,495.32	(86,350.45)	
				1080	COMMUNICATIONS	333,090.12	363,190.12	312,535.56	50,654.56	
				1090	PERFORMANCE MANAGEMENT	25,922.81	25,922.81	27,168.08	(1,245.27)	
						1000 Total			1,016,139.85	1,046,239.85
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	0.00	0.00	13,454.71	(13,454.71)	
				100F Total			0.00	0.00	13,454.71	(13,454.71)
		2000	DRIVER AND CONSUMER SERVICE PROGRAM	2010	COMPLAINTS	102,432.99	102,432.99	185,995.41	(83,562.42)	
				2020	COMMUNITY OUTREACH	1,520,857.56	3,380,757.56	3,206,302.63	174,454.93	
				2030	DRIVER ASSISTANCE	709,601.85	619,601.85	516,226.33	103,375.52	
				2040	CUSTOMER SERVICE	261,447.14	464,447.14	395,767.35	68,679.79	
				2000 Total			2,594,339.54	4,567,239.54	4,304,291.72	262,947.82
		3000	RESEARCH PROGRAM	3010	RESEARCH	477,396.12	343,691.62	277,247.51	66,444.11	
				3000 Total			477,396.12	343,691.62	277,247.51	66,444.11
		4000	ENFORCEMENT AND EDUCATION PROGRAM	4010	FIELD ENFORCEMENT	2,556,912.06	2,101,271.54	1,767,661.29	333,610.25	
				4020	COMPANY AUDIT	117,810.05	117,810.05	69,488.25	48,321.80	
				4030	FLEET MANAGEMENT	103,225.81	103,225.81	77,447.09	25,778.72	
				4000 Total			2,777,947.92	2,322,307.40	1,914,596.63	407,710.77
		5000	PUBLIC ADJUDICATION	5010	PUBLIC ADJUDICATION	269,960.21	269,960.21	101,336.20	168,624.01	
				5000 Total			269,960.21	269,960.21	101,336.20	168,624.01
		6000	LEGAL PROGRAM	6010	LEGAL PROGRAM	19,916.78	19,916.78	20,292.15	(375.37)	
				6000 Total			19,916.78	19,916.78	20,292.15	(375.37)
7000	PUBLIC INFORMATION	7010	PUBLIC INFORMATION	143,299.58	143,299.58	157,545.81	(14,246.23)			
		7000 Total			143,299.58	143,299.58	157,545.81	(14,246.23)		
0600 Total					7,299,000.00	8,712,654.98	8,373,102.67	339,552.31		
0700	OPERATING INTRA-DISTRICT FUNDS	1000	AGENCY MANAGEMENT PROGRAM	1060	LEGAL	81,821.00	81,602.51	81,602.51	0.00	
						1000 Total			81,821.00	81,602.51
		2000	DRIVER AND CONSUMER SERVICE PROGRAM	2020	COMMUNITY OUTREACH	63,279.00	2,865,877.78	2,865,877.78	0.00	
				2040	CUSTOMER SERVICE	19,652.00	5,999.01	5,999.01	0.00	
				2000 Total			82,931.00	2,871,876.79	2,871,876.79	0.00
		4000	ENFORCEMENT AND EDUCATION PROGRAM	4010	FIELD ENFORCEMENT	30,000.00	26,181.45	26,181.45	0.00	
				4000 Total			30,000.00	26,181.45	26,181.45	0.00
6000	LEGAL PROGRAM	6010	LEGAL PROGRAM	5,248.00	1,200.00	1,200.00	0.00			
		6000 Total			5,248.00	1,200.00	1,200.00	0.00		
0700 Total					200,000.00	2,980,860.75	2,980,860.75	0.00		
Grand Total					8,598,975.81	13,614,267.12	13,242,190.07	372,077.05		

Out of the \$372,077.05 total FY 2016 variance (budget balance), \$84,718.15 is due to vacancy savings and \$287,358.90 is due to lower NPS costs in subsidies and transfers as well as other charges.

Attachment 9 - Reprogramming

Department of For-Hire Vehicles (TCO)

List of Reprogramming Actions for Local and Special Purpose Revenue Funds

A) Local Fund

1 - FY 2017

Effective Date	Document No.	Description	Amount
11/7/2016	BJTCCORR	Due to program restructuring Activity Code 2020 (Community Outreach) was changed to 7020 (Outreach). This reprogramming was needed to move funds from the old program to the new one. \$840,000 moved within CSG 50 and \$160,000 moved within CSG 40.	1,000,000.00
9/30/2017	BJVARUPO	Year-End reprogramming made to Workforce Investment (UPO) to support Mayor's priorities. This was taken from CSG 40; Activities 1040, 1060 and 7020.	30,246.00
Total			1,030,246.00

The first reprogramming of \$1,000,000 didn't affect the agency's over all Local budget.

The \$30,246 reprogramming reduced the Local budget from \$4,067,518 to \$4,037,272.

2 - FY 2018

There are no Local Fund reprogramming done so far in FY18.

B) Special Purpose Revenue Fund

There were no reprogramming requests for Special Purpose Revenue Funds, for both FY 2017 and FY 2018.

**Attachment 10 - Contracts
FY 2017 Contracts**

Contracting Party/Supplier	Contract Number	Contract Type/ Procurement Method	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring	Fund
OST, INC.	DCTO-2008-C-0135	Competitive Sealed Proposal-RFP	IT Consultant	Consulting, Project Management	Completed for Fiscal Year	PO551182-V3	\$ 105,103.04	\$ 105,103.04	FY17	Yes	No	Office of Compliance and Enforcement and Office of Hearings and Conflict Resolution	1040 2010	INFORMATION TECHNOLOGY COMPLAINTS	Shirley Kwan-Hui	Satisfactory	LOCAL SOURCE
CABCONNECT INC.	CW31520	Competitive Sealed Proposal-RFP	Trip Management System	Trip Management System, reporting and support	Completed for Fiscal Year	PO551470	\$ 191,332.99	\$ 191,332.99	FY17	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
MIDTOWN PERSONNEL, INC.	CW40976	Competitive Sealed Bid-IFB	Temporary Service	Temp Service	Completed for Fiscal Year	PO552051-V3	\$ 29,014.60	\$ 29,014.60	FY17	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
EASTBANC TECHNOLOGIES LL	CW39379	Competitive Sealed Bid-IFB	Data Visualization	Dashboard development, maintenance and support; licenses	Completed for Fiscal Year	PO552168-V2	\$ 80,432.00	\$ 75,769.36	FY17	No	No	Office of Director	1040 1090	INFORMATION TECHNOLOGY, PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	Proprietary Software Development and Licensing	Apps Development, hosting service, maintenance and support	Completed for Fiscal Year	PO552449-V2	\$ 210,345.88	\$ 210,345.88	FY17	No	Yes	Office of Director	2060	RESEARCH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
HARRISON MALDONADO ASSOCIATES	C12423-V4	Competitive Sealed Proposal-RFP; Firm Fixed Price	Branding & Marketing Support	Branding and Marketing	Completed for Fiscal Year	PO553275-V3	\$ 49,624.07	\$ 49,624.07	FY17	No	Yes	Office of Director	7010	MARKETING	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
TOTAL TRANSPORTATION TRAINING	BPA-16-0043	Small Purchase	Anonymous Riders & Client Services Testers	Testing report/findings of taxicab rides and experiences with Client Services	Completed for Fiscal Year	PO553400	\$ 26,800.00	\$ 26,550.00	FY17	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
MIDTOWN PERSONNEL, INC.	C12641	DC Supply Schedule	Temporary Service	Temp Service	Completed for Fiscal Year	PO553455-V2	\$ 52,911.73	\$ 20,537.72	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
NEAL R GROSS & CO INC	BPA-16-0033	Small Purchase	Court Reporter	Hearing Transcripts	Completed for Fiscal Year	PO554120	\$ 2,500.00	\$ 2,500.00	FY17	No	Yes	Office of Director	1080	COMMUNICATIONS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
TELECOMMUNICATIONS DEV CORP	C12238-V3	DC Supply Schedule	Salesforce Licenses Renewal	License renewal	Completed for Fiscal Year	PO554647-V3	\$ 143,060.22	\$ 143,060.22	FY17	No	Yes	Office of Director	1090 2060	PERFORMANCE MANAGEMENT RESEARCH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
Taxi Research Partners	CW41973	Small Purchase	Industry Research	Research document	Completed for Fiscal Year	PO554705	\$ 30,788.00	\$ 30,739.79	FY17	No	No	Office of Client Services	8010	DRIVER/ CUSTOMER SERVICE	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
METROPOLITAN OFFICE PRODUCTS	C12770-V3	DC Supply Schedule	Copier supplies	Toners	Completed for Fiscal Year	PO554769-V3	\$ 15,803.40	\$ 15,755.46	FY17	No	Yes	Office of Director and Office of Client Services	1090 1080 2040	PERFORMANCE MANAGEMENT COMMUNICATIONS ACCOUNT MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
METROPOLITAN OFFICE PRODUCTS	C12770-V3	DC Supply Schedule	Copier maintenance agreement	Copier Maintenance/Rental	Completed for Fiscal Year	PO555127	\$ 20,520.00	\$ 17,100.00	FY17	No	Yes	Office of Client Services	2040	CUSTOMER SERVICE	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
METROPOLITAN OFFICE PRODUCTS	C12770-V3	DC Supply Schedule	Office Supplies	Office Supplies	Completed for Fiscal Year	PO555170-V3	\$ 14,985.39	\$ 14,715.40	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
TELECOMMUNICATIONS DEV CORP	C12238-V3	DC Supply Schedule	Professional service for Salesforce	System development and support	Completed for Fiscal Year	PO556426	\$ 59,520.00	\$ 57,720.00	FY17	No	Yes	Office of Hearings and Conflict Resolution	2010	COMPLAINTS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
MIDTOWN PERSONNEL, INC.	C12641	Small Purchase	Temporary Service	Temp Service	Completed for Fiscal Year	PO556538-V2	\$ 7,664.32	\$ 7,664.32	FY17	No	Yes	Office of Director	1080	COMMUNICATIONS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
HALES CREATIVE SOLUTIONS	C13499-V2	DC Supply Schedule	Transport DC Program Consumer Phone Survey	Phone Survey	Completed for Fiscal Year	PO556551-V3	\$ 12,590.00	\$ 12,590.00	FY17	No	Yes	Office of Director	7020	OUTREACH	Shirley Kwan-Hui	Satisfactory	LOCAL SOURCE
MIDTOWN PERSONNEL, INC.	C12641	Single Quote	Temporary Service	Temp Service	Completed for Fiscal Year	PO556940-V2	\$ 6,198.15	\$ 6,198.15	FY17	No	Yes	Office of Director	7010	MARKETING	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
MIDTOWN PERSONNEL, INC.	C12641	Single Quote	Temporary Service	Temp Service	Completed for Fiscal Year	PO556940-V2	\$ 6,198.15	\$ 6,198.15	FY17	No	Yes	Office of Director	7010	MARKETING	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
BIZTECH FUSION, LLC	C13557	Competitive Sealed Proposal-RFP	Document Digitization	Digitized Documents	Completed for Fiscal Year	PO557253-V2	\$ 60,307.95	\$ 60,307.95	FY17	No	Yes	Office of Director	2060	RESEARCH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC

**Attachment 10 - Contracts
FY 2017 Contracts**

Contracting Party/Supplier	Contract Number	Contract Type/ Procurement Method	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring	Fund
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	Proprietary Software Development and Licensing	Apps Development, hosting service, maintenance and support	Completed for Fiscal Year	PO557396	\$ 60,013.88	\$ 60,013.88	FY17	No	Yes	Office of Compliance and Enforcement, Office of Hearings and Conflict Resolution, and Office of Compliance and Enforcement	1090 2010 2060 4020	PERFORMANCE MANAGEMENT COMPLAINTS RESEARCH COMPANY AUDIT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
Taxi Research Partners	CW41973	Small Purchase	Industry Research	Research document	Completed for Fiscal Year	PO557995-V2	\$ 5,183.93	\$ 5,183.93	FY17	No	No	Office of Hearings and Conflict Resolution	2010	COMPLAINTS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
EXCALIBUR LEGAL STAFFING	C12578	DC Supply Schedule	FY17 Temporary Support Services	Temp Service	Completed for Fiscal Year	PO558089-V5	\$ 45,026.80	\$ 41,331.04	FY17	No	Yes	Office of Compliance and Enforcement and Office of Hearings and Conflict Resolution	1040 1090 2010 2060	INFORMATION TECHNOLOGY PERFORMANCE MANAGEMENT COMPLAINTS RESEARCH	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
Dell Marketing L.P.	VA-140401	Small Purchase	IT Equipment	Laptops/Docking Stations/Monitors/Keyboard & Mouse Combos	Completed for Fiscal Year	PO558165	\$ 19,583.89	\$ 19,583.89	FY17	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	INTRA-DISTRICT
ICONLOGIC INC.	CW45497	Competitive Sealed Proposal-RFP; Firm Fixed Price	Training course for Taxicab drivers	elearning course	Completed for Fiscal Year	PO558220	\$ 48,474.60	\$ 48,474.60	FY17	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
METROPOLITAN OFFICE PRODUCTS	C1663	DC Supply Schedule	Furniture for Office Redesign	Furnitures	Completed for Fiscal Year	PO559721-V2	\$ 3,459.00	\$ 3,459.00	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
TELECOMMUNICATIONS DEV CORP	C12238-V3	DC Supply Schedule	Audit Program	Risk based program review, audit plan, report and compliance, remediation action plans, and training	Completed for Fiscal Year	PO560372	\$ 54,075.23	\$ 54,075.23	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Consulting, Strategy, Project Management	Completed for Fiscal Year	PO560717-V6	\$ 112,507.72	\$ 112,507.72	FY17	Yes	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Consulting, Project Management	Completed for Fiscal Year	PO561035-V2	\$ 127,937.04	\$ 105,368.00	FY17	Yes	No	Office of Director	7020	OUTREACH	Shirley Kwan-Hui	Satisfactory	LOCAL SOURCE
MORGANS INC	C12202-V5	DC Supply Schedule	Uniforms for Vehicle Inspection Officers (VIO)	Uniforms	Completed for Fiscal Year	PO561413	\$ 20,000.00	\$ 15,450.79	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	INTRA-DISTRICT
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	Proprietary Software Development and Licensing	Apps Development, hosting service, maintenance and support	Completed for Fiscal Year	PO561621-V2	\$ 55,000.90	\$ 55,000.90	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
CODICE	CW51133	Competitive Sealed Bid-IFB; IDIQ	Temporary Service	Temp Service; timesheets	Completed for Fiscal Year	PO561639-V2	\$ 48,593.00	\$ 41,079.87	FY17	No	Yes	Office of Client Services	8010	DRIVER/ CUSTOMER SERVICE	Shirley Kwan-Hui	Satisfactory	INTRA-DISTRICT
Taxi Research Partners	CW41973	Small Purchase	Industry Research	Research document	Completed for Fiscal Year	PO561643	\$ 29,260.00	\$ 29,260.00	FY17	No	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
SEABERRY DESIGN AND COMMUNICATIO	C14486-V2	Competitive Sealed Proposal-RFP	Marketing & Branding	Branding strategy, research, project plans, media campaign	Completed for Fiscal Year	PO561828-V2	\$ 110,000.00	\$ 110,000.00	FY17	No	Yes	Office of Compliance and Enforcement	4010 4020	FIELD ENFORCEMENT COMPANY AUDIT	Neville Waters	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	System development and support	Completed for Fiscal Year	PO562107-V2	\$ 63,842.95	\$ 56,983.09	FY17	Yes	No	Office of Director	1080 7020 1090	Communications Outreach Performance Management	Shirley Kwan-Hui	Satisfactory	LOCAL SOURCE
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Analysis and operations support	Completed for Fiscal Year	PO562862-V2	\$ 43,032.00	\$ 35,555.19	FY17	Yes	No	Office of Director	1060	Legal	Shirley Kwan-Hui	Satisfactory	LOCAL SOURCE
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	Proprietary Software Development and Licensing	Apps Development, hosting service, maintenance and support	Completed for Fiscal Year	PO562966-V3	\$ 176,133.84	\$ 176,133.84	FY17	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
THE COLES GROUP, LLC	C14271	DC Supply Schedule	Temporary Service	Service support	Completed for Fiscal Year	PO565932	\$ 27,000.00	\$ 16,993.22	FY17	No	Yes	Office of Hearings and Conflict Resolution	2010	COMPLAINTS	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVIC
METROPOLITAN OFFICE PRODUCTS	C12770-V3	Small Purchase	Office Redesign Project	Office re-design implementation, furniture	Completed for Fiscal Year	PO566831	\$ 17,597.00	\$ 17,100.00	FY17	No	Yes	Office of Director	1060 7020	LEGAL OUTREACH	Shirley Kwan-Hui	Satisfactory	INTRA-DISTRICT

**Attachment 10 - Contracts
FY 2018 Contracts**

Contracting Party/Supplier	Contract Number	Contract Type/ Procurement Method	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	PO Amount	Spent Amount	Term of the contract	Subcontracting	CBE	Division	Activity	Activity Title	Contract Monitor	Results of Monitoring Activities	Fund
THE COLES GROUP, LLC	CW53295	Small Purchase	Temporary Service	Service support	In progress	PO570275	\$ 88,903.00	\$ 22,850.56	FY18	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SEABERRY DESIGN AND COMMUNICATIO	CW5102	Competitive Sealed Proposal-RFP	Marketing & Branding	Branding strategy, research, project plans, media campaign	In progress	PO571126	\$ 110,000.00	\$ 20,517.48	FY18	No	Yes	Office of Director	7010	MARKETING	Neville Waters	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	CW39379	Competitive Sealed Bid-IFB	Data Visualization	Dashboard development, maintenance and support; licenses	In progress	PO571171-V2	\$ 38,680.00	\$ 7,200.00	FY18	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	System development and support	In progress	PO571325-V2	\$ 60,602.40	\$ 38,718.20	FY18	Yes	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Consulting, Strategy, Project Management	In progress	PO571361-V2	\$ 99,028.80	\$ 59,142.20	FY18	Yes	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Consulting, Project Management	In progress	PO571362-V2	\$ 85,291.36	\$ 45,276.42	FY18	Yes	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Analysis and operations support	Completed for FY	PO571363-V2	\$ 6,024.48	\$ 6,024.48	FY18	Yes	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
ICONLOGIC INC.	CW45497	Competitive Sealed Proposal-RFP	Learning Management System	License	Completed for FY	PO571459	\$ 18,220.00	\$ 18,220.00	FY18	No	No	Office of Client Services	8010	DRIVER SERVICE	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
BIZTECH FUSION, LLC	C13557	DC Supply Schedule	Document Digitization	Digitized Documents	In progress	PO571490	\$ 40,649.00	\$ -	FY18	No	Yes	Office of Client Services	8010	DRIVER SERVICE	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	C12770-V3	Small Purchase	Office Supplies	Office Supplies	In progress	PO571646	\$ 9,990.26	\$ 1,662.30	FY18	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	C12770-V3	Small Purchase	Copier Supplies	Toners	In progress	PO571647	\$ 9,841.55	\$ -	FY18	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
HARRISON MALDONADO ASSOCIATES	C14245-V2	Competitive Sealed Proposal-RFP	Branding & Marketing Support	Branding and Marketing	In progress	PO571664	\$ 53,437.97	\$ 5,467.68	FY18	No	Yes	Office of Director	7010	MARKETING	Neville Waters	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	CW41928	Indefinite Delivery Indefinite Quantity (IDIQ)	Proprietary Software Development and Licensing	Apps Development, hosting service, maintenance and support	In progress	PO572624-V2	\$ 413,399.42	\$ 183,500.05	FY18	No	Yes	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Dell Marketing L.P.	VA-140401-DELL	Cooperative Agreements	IT Equipment	Laptops/Docking Stations/Monitors/Key board & Mouse Combos	Completed for FY	PO572810	\$ 12,945.56	\$ 12,945.56	FY18	No	No	Office of Compliance and Enforcement	4010	FIELD ENFORCEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CABCONNECT INC.	CW31520	Competitive Sealed Proposal-RFP	Trip Management System	Trip Management System, reporting and support	In progress	PO572847	\$ 194,117.98	\$ 48,529.50	FY18	No	No	Office of Director	1040	INFORMATION TECHNOLOGY	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
MORGANS INC	C12202-V5	DC Supply Schedule	Uniforms for Vehicle Inspection Officers (VIO)	Uniforms	In progress	PO572896	\$ 30,000.00	\$ -	FY18	No	Yes	Office of Compliance and Enforcement	4010	FIELD ENFORCEMENT	Shirley Kwan-Hui	Satisfactory	INTRA-DISTRICT
CODICE	CW51133	Competitive Sealed Bid-IFB	Temporary Service	Temp Service; timesheets	In progress	PO572923-V2	\$ 114,972.00	\$ 27,385.59	FY18	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CORP	C12238-V3	DC Supply Schedule	Salesforce Licenses Renewal	License renewal	Completed for FY	PO573551	\$ 186,918.17	\$ 186,918.17	FY18	No	Yes	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	C12902-V4	DC Supply Schedule	Copier Rental	Copier and maintenance	In progress	PO575840	\$ 42,420.00	\$ -	FY18	No	Yes	Office of Compliance and Enforcement	4010	FIELD ENFORCEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CORP	C12238-V3	DC Supply Schedule	Audit Program	Audit reports; documentation; training	In progress	PO578166	\$ 11,664.00	\$ -	FY18	No	Yes	Office of Director	2070	AUDIT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID, INC	CW46503	Competitive Sealed Proposal-RFP	IT Consultant	Analysis and operations support	In progress	PO578681	\$ 16,137.00	\$ -	FY18	Yes	No	Office of Director	1090	PERFORMANCE MANAGEMENT	Shirley Kwan-Hui	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Number of participants in engaging in community outreach activities	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	2000
Number of public service announcements	✓	Quarterly		Not available	Not available	21	Not available	New Measure	20

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure passengers have safe and excellent riding experiences. (7 Activities)			
FIELD ENFORCEMENT	For-Hire Vehicle Enforcement	Performs field inspections 24/7 and issues notice of infractions	Daily Service
COMPLAINTS	For-Hire Vehicle Complaints	Documents and investigates the validity of information and prepares regulatory language to process and seek resolution to determine effective remedies.	Daily Service
CUSTOMER SERVICE	Client Services	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service
Company Services	Account Management	Accepts and reviews operating authority applications, fleet licensing, registered agent transactions, and manages strategic account relationships.	Daily Service
COMPANY AUDIT	Records Review and Assessment	Systematic reviews records of regulated entities to ensure compliance with regulatory requirements of Title 31.	Daily Service
Outreach	Community Outreach and Public Engagement	Communicates with groups, organizations, and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support for agency operations and initiatives.	Key Project
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (2 Activities)			
RESEARCH	Research of For-Hire Vehicle Industry.	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment, and rulemaking.	Daily Service
INFORMATION TECHNOLOGY	Innovations and technology support	Provides Innovative solutions and technology support.	Daily Service
3 - Create and maintain a highly efficient, transparent and responsive District government.** (4 Activities)			
Driver/Customer Service	Client Services for Operators	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Company Services	Account management	Accepts and reviews operating authority applications, fleet licensing, registered agent transactions, and manages strategic account relationships.	Daily Service
MARKETING	Public Information and Marketing	Provides updated facts pertaining to operations, rulemaking, and media through various communication platforms including press releases, testimony and speech preparation, and website management; monitors news to maintain awareness of the market; and coordinates the promotion of a positive public image.	Daily Service
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Client Services (1 Measure)								
Number of recovered items reunited with owners	✓		Number of recovered items reunited with owners	Number of recovered items reunited with owners	Quarterly	Not available	Not available	New Measure

1 - For-Hire Vehicle Complaints (1 Measure)								
Number of disputes resolved	✓		Number of disputes resolved	Number of complaints received	Quarterly	Not available	Not available	New Measure
1 - For-Hire Vehicle Enforcement (2 Measures)								
Number of insured vehicles during inspections	✓		Number of insured vehicles during inspections	Number of insured vehicles during inspections	Quarterly	Not available	Not available	New Measure
Number of safety inspections conducted	✓		Number of safety inspections conducted	Number of safety inspections conducted	Quarterly	Not available	Not available	New Measure
2 - Research of For-Hire Vehicle Industry. (1 Measure)								
Number of public research reports completed	✓		Number of public research reports completed	Number of public research reports completed	Quarterly	Not available	Not available	New Measure
3 - Account management (1 Measure)								
Number of company application processed (taxicab/limo companies and other businesses)	✓		Number of company application processed	Number of company application processed	Quarterly	Not available	Not available	New Measure
3 - Client Services for Operators (1 Measure)								
Number of driver application processed	✓		Number of driver application processed	Number of application processed for drivers	Quarterly	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
COMPANY AUDIT (1 Strategic Initiative-Operation Link)		
Publish company audit scorecard for transparency and accountability	In FY 2017, DFHV will publish results of company audits in a scorecard format for public review to support accountability and transparency. The company audits are to ensure regulated companies are in compliance with the Title 31 regulations, administrative issuances and program requirements.	09-30-2017
Company Services (2 Strategic initiative-operation links)		
Improve Transport DC program through research and engagement with advocacy groups, users and providers.	DFHV has made great improvements in the quality of service for Transport DC. In FY 2017, the agency will take new measures to engage providers and customers to improve communications and quality service. In FY 2017, DFHV will conduct four quarterly focus group sessions on specific topics with advocates, users and providers to pinpoint challenges and gather feedback on proposed solutions and enhancements.	09-30-2017
Update and publish Scorecard of wheelchair accessible vehicles (WAVs)	DFHV made great improvements in FY 2015 and FY 2016 in increasing wheelchair accessible vehicles and helping disabled residents by improving transportation services for residents and visitors with disabilities. DFHV will continue to enforce compliance measures to ensure taxicab companies comply with the Taxicab Service Improvement Amendment Act of 2012. Accountability and transparency will continue to be promoted by publishing an updated scorecard of taxicab companies that meet 12% WAV requirement by the December 2016 deadline.	09-30-2017
Driver/Customer Service (1 Strategic Initiative-Operation Link)		
Provide more online services to facilitate service transactions to improve customer experience.	In FY 2017, DFHV will enhance its managed information systems to allow more client interactions to be initiated via the web applications and/or mobile devices. This will expedite the driver and vehicle registration processes and reduce the amount of face-to-face interactions that are required by drivers coming into the agency's office. Some of the online services include H-Tag authorization, distribution of special event decals and other registration or licensing transactions.	09-30-2017
FIELD ENFORCEMENT (1 Strategic Initiative-Operation Link)		
Develop mobile forms and mobile access to databases for greater efficiency and increased productivity.	In FY 2017, DFHV will complete its development and deployment of mobile forms and mobile access to databases to the enforcement unit. This will fully transform the paper based data collection process to an electronic process and a more data driven culture. This infusion of technology will lead to greater and more focused strategic planning, increase productivity of the inspectors, and decrease the amount of time spent during traffic stops.	09-30-2017
INFORMATION TECHNOLOGY (4 Strategic initiative-operation links)		
Expand the digital meter pilot and incentivize the adoption of digital meters.	Digital meters provide transparency into fare calculation, lower operating costs and flexible fare update process. In FY 2017, DFHV will expand its digital meter pilot to include additional vehicles to a total of 100 and explore incentives for digital meter adoption.	09-30-2017

Enhance the Application Programmer Interfaces (APIs) to encourage innovations.	DFHV will further the development of its data repository to include status of vehicle, meter, and vehicle availability. This valuable set of data can be used for a number of purposes, including analysis of taxicab activity in the District of Columbia as well as licensing to developers to create solutions that depend on taxicab data, such as mobile apps and web applications. In FY 2017, DFHV will provide a website to the registered developers to gain API access for innovations and will explore the option of monetizing of the API.	09-30-2017
Launch a new mobile app for complaints and lost items reporting.	To further improve customer service, DFHV will launch a mobile app in FY 2017 with the capabilities of submitting complaints, reporting lost items, and tracking taxicabs. The public will be able to find a taxicab by using available trip history or by using time and location to submit a complaint or report a lost item in the mobile app. This mobile app provides a convenient way for the public to report their issues in a timely manner to help resolve them sooner.	09-30-2017
Launch "Where are the Taxis?" Online	In FY 2017, DFHV will launch "Where are the taxis" online to allow the public to see the latest reported locations of taxicabs in the District. If a user is interested in requesting a taxicab, the user will be routed to the DC Taxi App or any app that offers DC taxi service to complete the request.	09-30-2017
MARKETING (2 Strategic initiative-operation links)		
Ensure excellent customer service by generating awareness of the agency's offered services and responsibilities and encouraging public feedback.	In FY 2017, DFHV will implement communication campaigns through different platforms to reinforce messaging that supports the agency's objective to provide excellent customer experiences including: 12 newsletters, 12 blog posts and podcasts, and 6 promotional videos.	09-30-2017
Publish taxicab trip data to DC Open Data portal	By the end of FY17, DFHV will publish taxicab trip data to the DC Open Data portal for transparency. The data will be normalized before publishing to maintain privacy.	09-30-2017
Outreach (1 Strategic Initiative-Operation Link)		
Modern Taximeter System (MTS) to include passenger trip rating	In FY 2017, DFHV will require the Modern Taximeter System (MTS) to allow passengers to rate their ride experiences upon final approval of the applicable regulation. This new capability of the taxicab rear console will provide a convenient way for passengers to give quick feedback on their trip using a 5 star rating scale. The collected feedback will help with continual service improvements.	09-30-2017
RESEARCH (1 Strategic Initiative-Operation Link)		
Launch the DC Taxi Index	In FY 2017, DFHV will launch the DC Taxi Index to provide analytics and insights to consumers and businesses. Interesting insights can be generated such as the top 10 restaurant hotspots, top 10 pick-up locations in the District and etc. This DC Taxi Index will not only serve as marketing content for DFHV newsletters and other outlets, but also give businesses market analysis for more informed decision making.	09-30-2017

Department of For-Hire Vehicles FY2018

Agency Department of For-Hire Vehicles

Agency Code TC0

Fiscal Year 2018

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

2018 Strategic Objectives

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

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)									
Percent of complaints processed on-time within 30 calendar days	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	90%	99.1%	93%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	<input checked="" type="checkbox"/>	Not available	Not available	Not available	Not available	New Measure	New Measure	New Measure	35%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Measures)									
Percent of licenses processed on-time within 10 calendar days	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	90%	96.5%	90%
Economic contributions by for-hire vehicles	<input type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	\$400000000	\$632212311	\$600000000
Percent of agency budget allocated to grants	<input checked="" type="checkbox"/>	Not available	Not available	Not available	Not available	New Measure	New Measure	New Measure	30%
Percent of operating authorities processed within 30 calendar days	<input checked="" type="checkbox"/>	Not available	Not available	Not available	Not available	Not Available	New Measure	New Measure	90%

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient,

transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Ensure passengers have safe and excellent riding experiences. (5 Activities)					
FIELD ENFORCEMENT	For-Hire Vehicle Enforcement	Performs field inspections 24/7 and issues notices of infraction.	Daily Service	2	1
CUSTOMER SERVICE	Client Services	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service	1	0
COMPANY AUDIT	Company Audit	Monitors for compliance with applicable laws, regulations, policies and practices. Safeguards against programmatic fraud, waste, abuse and mismanagement. Promotes transparency and consistency in the agency's processes and operational activities.	Daily Service	1	0
Outreach	Outreach and Public Information	Communicates with groups, organizations and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service	1	2
COMPLAINTS	Resolves Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies and prepares notices of infraction for unresolved complaints.	Daily Service	1	0
TOT				6	3
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)					
RESEARCH	Research of For-Hire Vehicle Industry	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment and rulemaking.	Daily Service	1	1
INFORMATION TECHNOLOGY	Innovations and technology support	Provides innovative solutions and technology support.	Daily Service	1	2
Grants	Grants	Provide grants to improve economic opportunities for the For-Hire Vehicles (FHV) industry, including grant development and grant monitoring.	Daily Service	0	1
ACCOUNTS MANAGEMENT	Account Management	Reviews services provided to taxi and limousine companies, private vehicles for-hire, and dispatch services for consistency and identifies issues and solutions. This program proactively advises clients to minimize noncompliance, ensure clients are satisfied with services being received, and reviews annual operating authority application.	Daily Service	0	0
TOT				2	4
3 - Create and maintain a highly efficient, transparent and responsive District government.** (5 Activities)					
Driver/Customer Service	Driver service	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service	1	2
Company Services	Account management	Accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.	Daily Service	1	0
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service	0	2
MARKETING	Marketing	Engages the public, directs communications with stakeholders through multiple channels and promotes a positive brand association.	Daily Service	1	1

HEARINGS AND CONFLICT RESOLUTION	Hearings and Conflict Resolution	Conducts hearings adjudications, appeals, and any form of conflict resolution including mediation.	Daily Service	0	0
TOT				3	5
TOT				11	12

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Client Services (1 Measure)					
Number of recovered items reunited with owners	<input type="checkbox"/>	Not available	Not available	Not Available	362
1 - Company Audit (1 Measure)					
Number of audits conducted	✓	Not available	Not available	New Measure	New Measure
1 - For-Hire Vehicle Enforcement (2 Measures)					
Number of safety inspections conducted	<input type="checkbox"/>	Not available	Not available	Not Available	10702
Number of insured vehicles during inspections	<input type="checkbox"/>	Not available	Not available	Not Available	10397
1 - Outreach and Public Information (1 Measure)					
Number of people engaging in community outreach events	✓	Not available	Not available	New Measure	New Measure
1 - Resolves Complaints (1 Measure)					
Number of disputes resolved	<input type="checkbox"/>	Not available	Not available	Not Available	940
2 - Innovations and technology support (1 Measure)					
Number of new service or product pilots to improve passenger riding experiences	✓	Not available	Not available	New Measure	New Measure
2 - Research of For-Hire Vehicle Industry (1 Measure)					
Number of public research reports completed	<input type="checkbox"/>	Not available	Not available	Not Available	5
3 - Account management (1 Measure)					
Number of company application processed (taxicab/limo companies and other businesses)	<input type="checkbox"/>	Not available	Not available	Not Available	161
3 - Driver service (1 Measure)					
Number of driver application processed	<input type="checkbox"/>	Not available	Not available	Not Available	7642
3 - Marketing (1 Measure)					
Number of public service announcements	✓	Not available	Not available	New Measure	New Measure

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Driver service (2 Strategic initiatives)		

Implement new call system to further customer service, decrease wait times and improve operating efficiencies	DFHV will further improve customer service in Client Services in FY18 by implementing a customer service quality assurance program. DFHV will begin recording incoming calls made into the client services. Call recordings will be used to monitor service delivery to ensure customer service standards are met. The new call system will also optimize call routing so that calls are being distributed to the appropriate staff and be answered in a timely manner. The new call system will also generate statistics (such as calls received, call wait time, and call handling time) so that resources can be best allocated to provide optimal customer service and for targeted improvements to customer service policies and processes.	09-30-2018
Redesign intake flows to further customer service, decrease wait times and improve operating efficiencies	DFHV will improve customer processing time and customer service experience through a reorganization of the client service center. The waiting area will be reorganized to include an intake service desk for the initial point of contact. Representatives at the desk will be able to answer initial questions, ensure clients have proper documents, provide instructions and place customers in the right queue for further assistance. This initiative was piloted in FY17 and in FY18 this will be enhanced and fully implemented in the Client Service center.	09-30-2018
For-Hire Vehicle Enforcement (1 Strategic Initiative)		
Provide training and skills-building to Vehicle Inspection Officers to adapt to a changing FHV industry	To better serve the for-hire vehicle industry, DFHV will implement an Enhanced & Strategic Training program for Vehicle Inspection Officers (VIOs) in FY18. The training program will further improve VIOs' knowledge on regulatory, program and policy changes, agency programs and requirements, industry trends or updates and skills in various systems. The program will better equip the VIOs to be ambassadors and educators with the required knowledge and skills needed to affect a cultural change in DFHV's approach to compliance and enforcement. The new DFHV Enforcement Policy requires VIOs to engage in educating and counseling FHV operators, and this initiative will have a great impact on the paradigm shift currently taking place in the for-hire industry.	09-30-2018
Grants (1 Strategic Initiative)		
Make strategic investments in innovative pilots and services	In FY18, DFHV will continue to invest part of its budget to encourage innovation in the FHV industry. DFHV will make grant opportunities available that encourage eligible FHV companies to use funding to test new types of service that solve transportation problems for stakeholders and also generate new rides into the FHV industry. The purpose of grant opportunities is to select one or more For-Hire Vehicle companies, owners and operators with current DFHV operating authority to participate in innovative pilot projects and partnership programs aimed at improving transportation equity, expanding economic opportunities, solving problems within the taxicab industry that benefit taxicab consumers, and fostering innovation.	09-30-2018
Innovations and Technology Support (4 Strategic initiatives)		
Adopt technology for remote viewing of DFHV meetings	In FY18, DFHV will begin live-streaming of all DFHV Advisory Council meeting, hearings, town halls and other types of meetings. The DFHV hearing room will be outfitted with the equipment necessary to live-stream meetings. This enhancement will help DFHV expand the reach of its public meetings to include drivers, company representatives and other stakeholders who may not be able to attend meetings at DFHV due to time or geographical constraints.	09-30-2018
Publish average taxicab passenger ratings	In FY2018, DFHV will begin publishing average taxicab passenger trip rating on a quarterly basis. DFHV began the collecting taxicab passenger rating information in FY2017 and this feature has been incorporated into the Digital Taxicab Solution (DTS). At the conclusion of each trip, taxicab passengers are able to rate the trip using a five-star system. Quarterly results will be published providing transparency to riders and a point of comparison by using a rating system common in the FHV industry. Companies and operators will also benefit from the insights about industry performance.	09-30-2018
Use technology to implement shared riding in the Transport DC program	In FY2018, DFHV will begin testing shared riding in the Transport DC program. Transport DC service providers will be expected to match up to two passengers per trip who are travelling at similar times and routes. Passengers that participate in shared riding will pay half the usual co-pay per trip. Through shared riding, DFHV expects to reduce the out-of-pocket cost to the passengers, be able to deliver more rides within the budget and increase incentive for drivers to participate in the program.	09-30-2018

Enhance existing technology and systems for taxicab customer loyalty program	In FY2018, DFHV will enhance existing technology and systems to develop functionalities to allow taxicab companies to offer loyalty programs to their customers. These features will allow taxicab companies to encourage brand loyalty with riders by earning and redeeming points and offering promotions to repeat customers.	09-30-2018
Marketing (1 Strategic Initiative)		
Build an agency brand that reflects the agency's mission	DFHV is focused on generating revenue to the District through increasing economic opportunities, lowering barriers to industry entry, and improving rider experiences. In FY18, DFHV will increase brand awareness through the implementation of a multi-pronged branding, marketing and public relations campaign aimed at its core audiences including social media, videos and podcasts, op-ed columns and white papers, and traditional media placements. It is critical to build brand equity through an association with economic success and superior customer service as well as to celebrate the DFHV's new approach to transforming not just taxis, but the way people and products in Washington, D.C. get from one location to another.	09-30-2018
Outreach and Public Information (2 Strategic initiatives)		
DFHV will include twelve user group sessions focused on paratransit	In FY18, DFHV will include twelve user group sessions focused on paratransit. Each user group will include an open listening session to elicit feedback from paratransit users and advocates. Feedback will be documented and considered for changes to existing programs, service planning and to resolve systemic service delivery issues for paratransit users.	09-30-2018
Tele-town halls for the FHV industry	In FY18, DFHV will conduct tele-town halls for the FHV industry, including four targeted to the taxicab driver community. These tele-town hall sessions will provide taxicab drivers the opportunity to give feedback to the agency about DFHV policies, services and programs, as well as insights from the field. DFHV will use tele-town halls to communicate with drivers about new initiatives, programs, opportunities or policy changes.	09-30-2018
Research of For-Hire Vehicle Industry (1 Strategic Initiative)		
Report on reducing requirements in the FHV Industry	In FY2018, DFHV will research and develop a report that identifies the means to encourage more competition in the FHV industry. The report will identify at least ten regulatory, legislative or administrative requirements that can be eliminated to encourage fair competition in the FHV industry. For each recommendation, the report will identify expected outcomes and benefits.	09-30-2018



DEPARTMENT OF FOR-HIRE VEHICLES

LOITERING:

A New and Practical Approach

MOVING THE CITY ALONG

August 9, 2017

Eric Ampedu, Compliance & Enforcement Administrator

Excellence. Innovation. Balance. Results



DEPARTMENT OF FOR-HIRE VEHICLES

Current Regulatory Definition of “Loitering”

“Waiting around or in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity; stopping in such locations, except to take on or discharge a passenger; or unnecessarily slow driving in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity”.

31 DCMR Sec. 9901



DEPARTMENT OF FOR-HIRE VEHICLES

A More Practical Definition

“No vehicle for hire shall remain in front of a hotel, theater, public building or place of public gathering, or in the vicinity of a taxicab stand that is occupied to full capacity, **unless legally parked and not impeding vehicular or pedestrian traffic. While cruising, a vehicle for hire shall not stop except to take on or discharge a passenger”.**

DFHV's Practical Definition



DEPARTMENT OF FOR-HIRE VEHICLES

Loitering Investigation by DFHV

- 3-Day 3rd Watch tour (4:00PM-Midnight) investigation
- 100 for-hire vehicles in violation of the current Title 31 definition of loitering. Some of the violators were not necessarily obstructing the flow of traffic but were in violation of DCMR Title 31 definition of loitering
- The private vehicles for hire were the largest group of violators of this infraction
- DFHV currently has an Embargo on Loitering Tickets – No NOIs for Loitering



DEPARTMENT OF FOR-HIRE VEHICLES

Loitering – Problem Locations

- **14th Street NW: 1700-1900 blocks**
- **U Street NW: 1300-1100 blocks**
- **Connecticut Ave NW: 1200-1300 blocks**
- **M Street NW: 1700-1800 blocks**
- **18th Street NW (Adams Morgan): 2300-2400 blocks**
- **H Street NE: 1200-1400 blocks**



DEPARTMENT OF FOR-HIRE VEHICLES

Businesses Impacted by Loitering

- **Businesses:** The Downtown BID (Restaurant Association/Night Life Groups - Valets)
- **Hotel Association:** Bell Hops and Doormen
- **Union Station:** Dispatch System or Starters
- **National's Stadium:** Surrounding Businesses
- **Community Representatives:** ANCs and Community Groups (such as Cleveland Park and Adams Morgan)

DFHV

DEPARTMENT OF FOR-HIRE VEHICLES



DFHV

DEPARTMENT OF FOR-HIRE VEHICLES



DFHV

DEPARTMENT OF FOR-HIRE VEHICLES





DEPARTMENT OF FOR-HIRE VEHICLES

Moving the City Along: Enforcement

- Team up with DDOT TCOs, MPD, and other law enforcement agencies to keep traffic flowing in high-volume areas and locations
- Maintain continuous patrols during times of high traffic volume in targeted areas and/or locations
- Implement three-step escalating penalties: 1st offense: verbal warning; 2nd offense: written warning, 3rd offense: NOI (ticket).

Keeping the City Moving: Rule Changes

- Do not stop or stand in the Streetcar lanes while waiting for or discharging passengers
- Do not stop or stand in a moving lane of traffic while waiting for passengers
- Pull to the curb whenever possible while waiting for or discharging passengers



DEPARTMENT OF FOR-HIRE VEHICLES

Partners & Allies

Law Enforcement Partners

- ✓ MPD
- ✓ US Capitol Police,
- ✓ US Park Police
- ✓ US Secret Service
- ✓ Metro Transit Police
- ✓ Amtrak Police

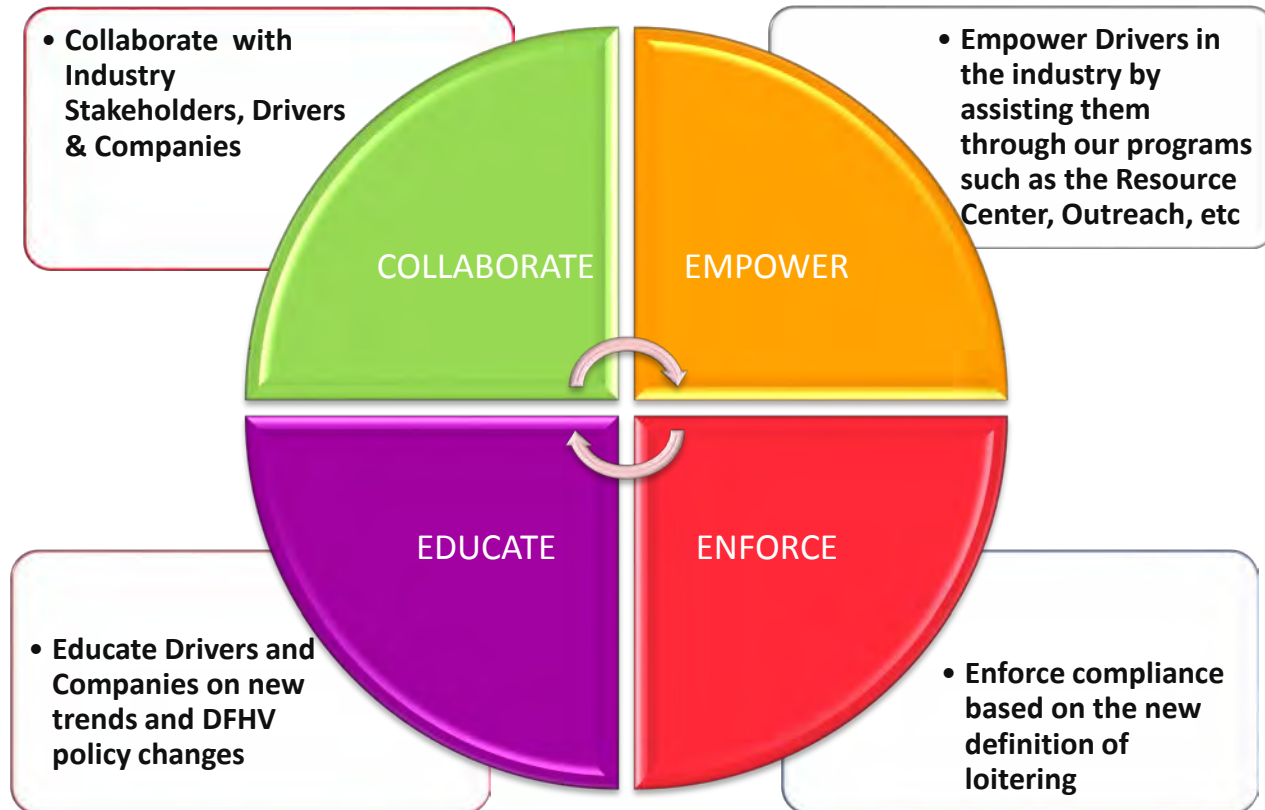
DDOT

- ✓ TCOs
- ✓ Signage around congested corridors (such as H Street Bridge, Metro Stations, and Residential Areas with insufficient or inadequate “zone” restrictions)

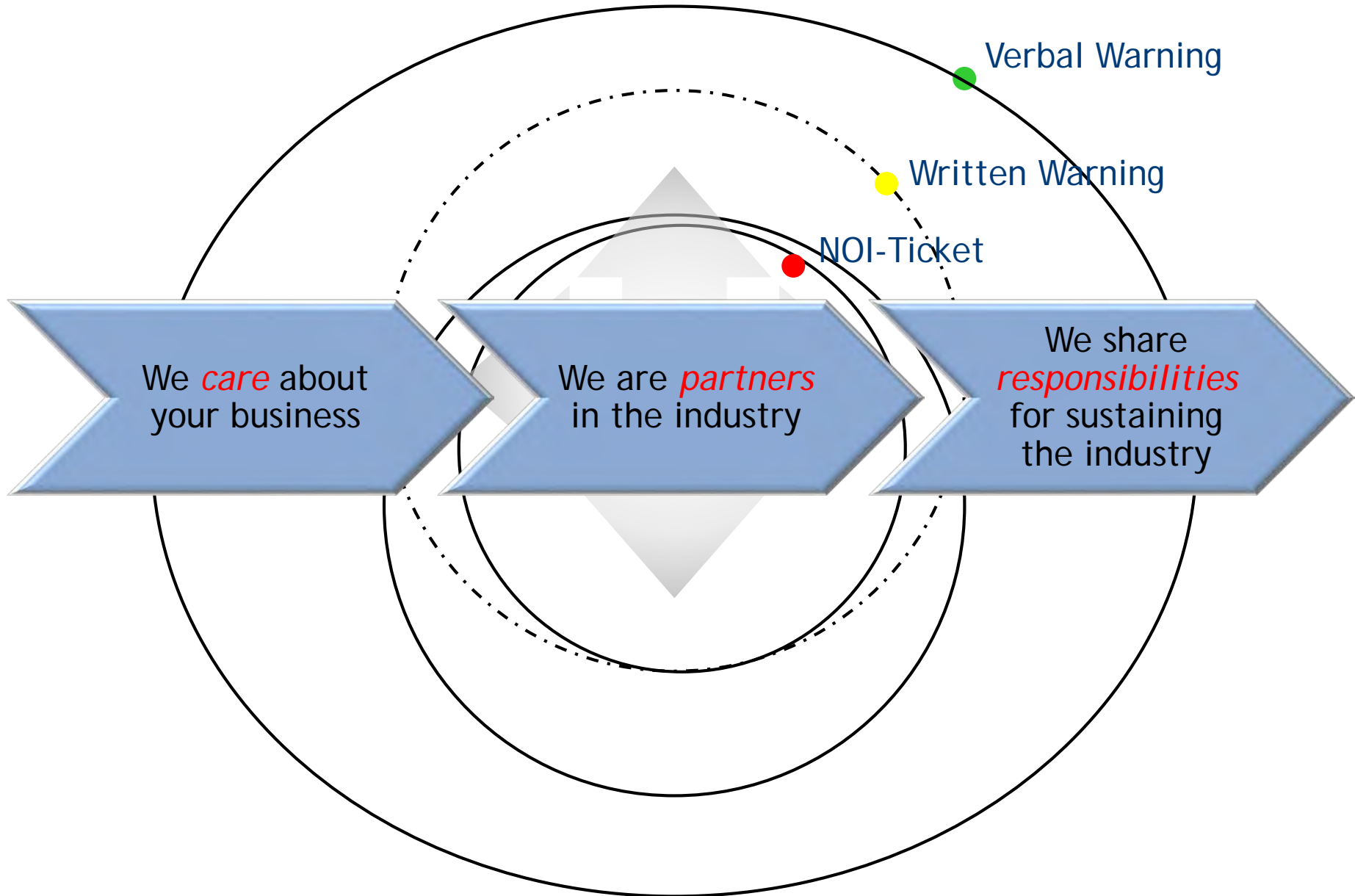
Private Partners

- Collaborate with Digital Dispatch Services (DDSs) to send blasts via their apps at peak times to remind their drivers not to make illegal U-turns
- Work with taxicab companies, associations, and the Co-op to promote greater driver familiarity with the problems and the regulations

IMPLEMENTATION STRATEGY



DFHV OVERVIEW



DFHV

DEPARTMENT OF FOR-HIRE VEHICLES

Questions & Answers

Attachment 13b - WAV Scorecard



Wheelchair Accessible Vehicle Scorecard

Note – The total number of WAVs in the DC taxicab fleet is 271 (includes associations, independents, & owner operated vehicles)
 According to the Taxicab Service Improvement Amendment Act of 2012 compliance with the WAV percentage requirement is applicable to taxicab companies only

Company Name/Trade Name	# of WAV owned/co-owned *	Compliant with 12% requirement
Bay Cab	4	YES
Capitol Cab	33	YES
Central Cab	2	YES
City Cab	2	YES
Classic Cab	4	YES
Columbia Cab	3	YES
Consolidated Cab	3	YES
DC Connect Cab	3	YES
Democracy Cab	11	YES
Dial Cab	15	YES
Dynasty Cab	4	YES
Essence Cab	2	YES
Fairway Cab	3	YES
Georgetown Cab	6	YES
Grand Cab	12	YES
Hilltop Cab	4	YES
Maine Cab	2	YES
Meritt Cab	6	YES
Metropolitan Cab	4	YES
Patriot Taxicab	2	YES
Potomac Cab	2	YES
Riteway Cab	2	NO**
Rock Creek Cab	4	NO**
Silver Cab	12	YES
Time Cab	2	YES
Travelers	2	YES
United Ventures Consortium (also dba as Allied Cab, Black Pearl Cab, Luxury Cab, Seasons Cab, Swift Cab, UCC.)	10	YES
USA Cab	2	YES
VIP Cab	6	YES
Yellow Cab	34	YES

**Information as of September 25, 2017*

***DFHV is currently working with companies to come into compliance.*

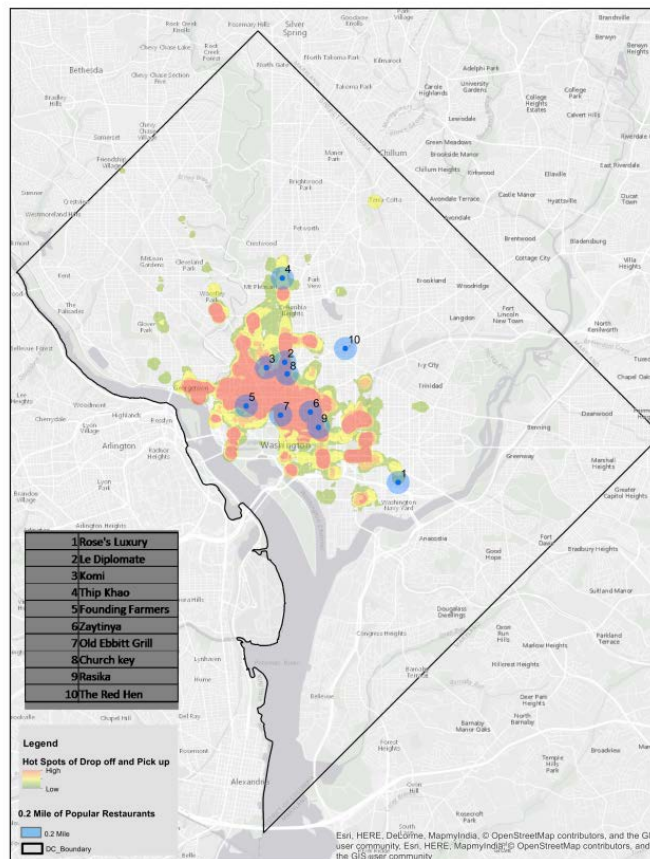
Attachment 13c - DC Taxi Index

DC Taxi Index (Originally published in DFHV Newsletter in September 2016.)

The reorganized [Department of For-Hire Vehicles](#) (DFHV) is using big data to study the market and leverage the information to enhance the quality of service for residents and visitors. Based on the analytics the DC Taxi Index was created by DFHV as a quantitative measure of economic activity. It is similar to the Big Mac Index invented by *The Economist* as an informal way of measuring the purchasing power parity of a currency. Taxicabs remain a vital part of the city's transportation ecosystem by moving riders safely across the city. As such, taxi trips can tell a lot about what is happening in the city. One interesting insight is the 10 most popular restaurant destinations listed below.

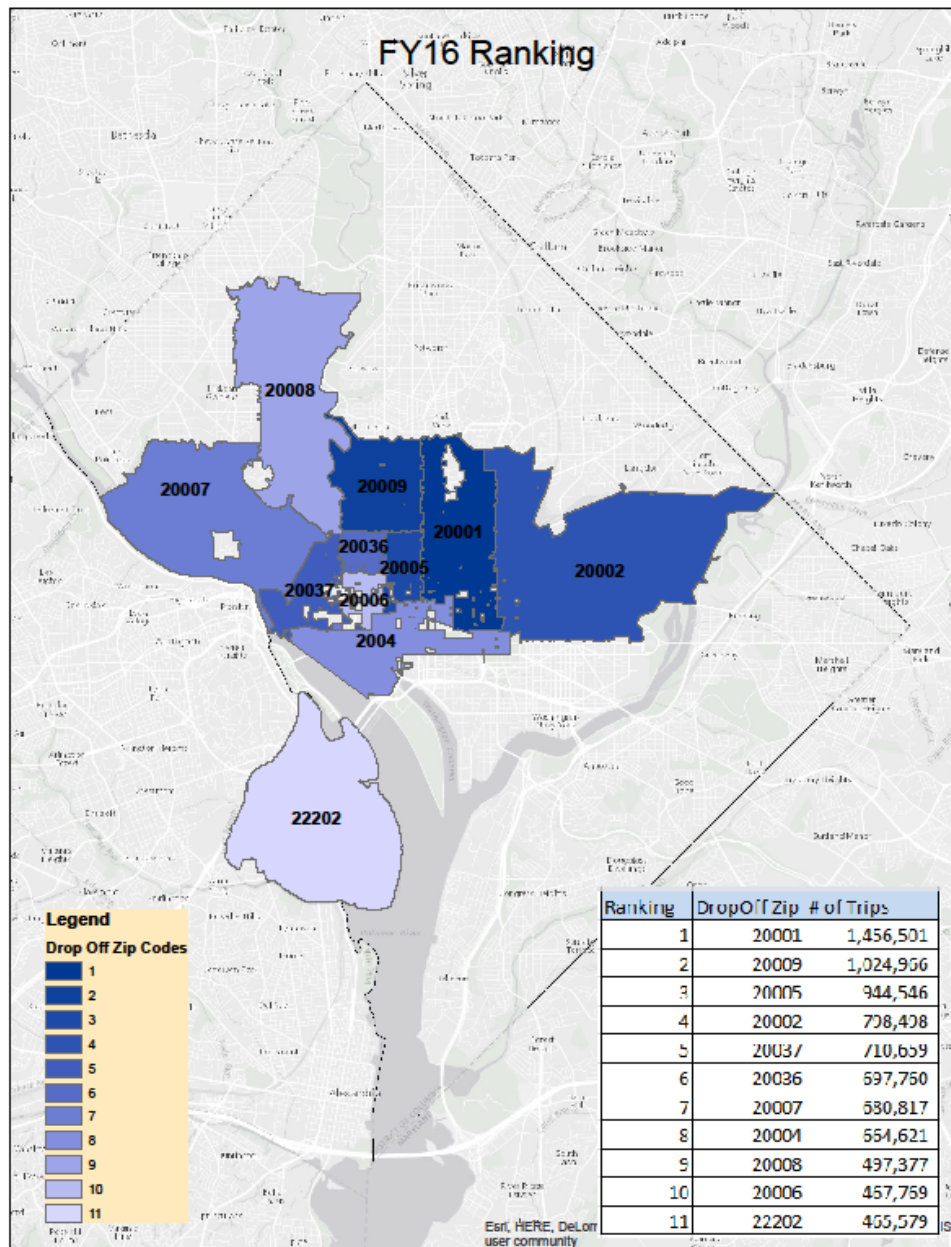
In addition, the [DFHV External Dashboard](#) provides a snapshot of the DC market. The data offers the basis to encourage robust policy discussions and possible technological developments.

- | | |
|---------------------|---------------------|
| 1. Rose's Luxury | 6. Zaytinya |
| 2. Le Diplomate | 7. Old Ebbitt Grill |
| 3. Komi | 8. Churchkey |
| 4. Thip Khao | 9. Rasika |
| 5. Founding Farmers | 10. The Red Hen |

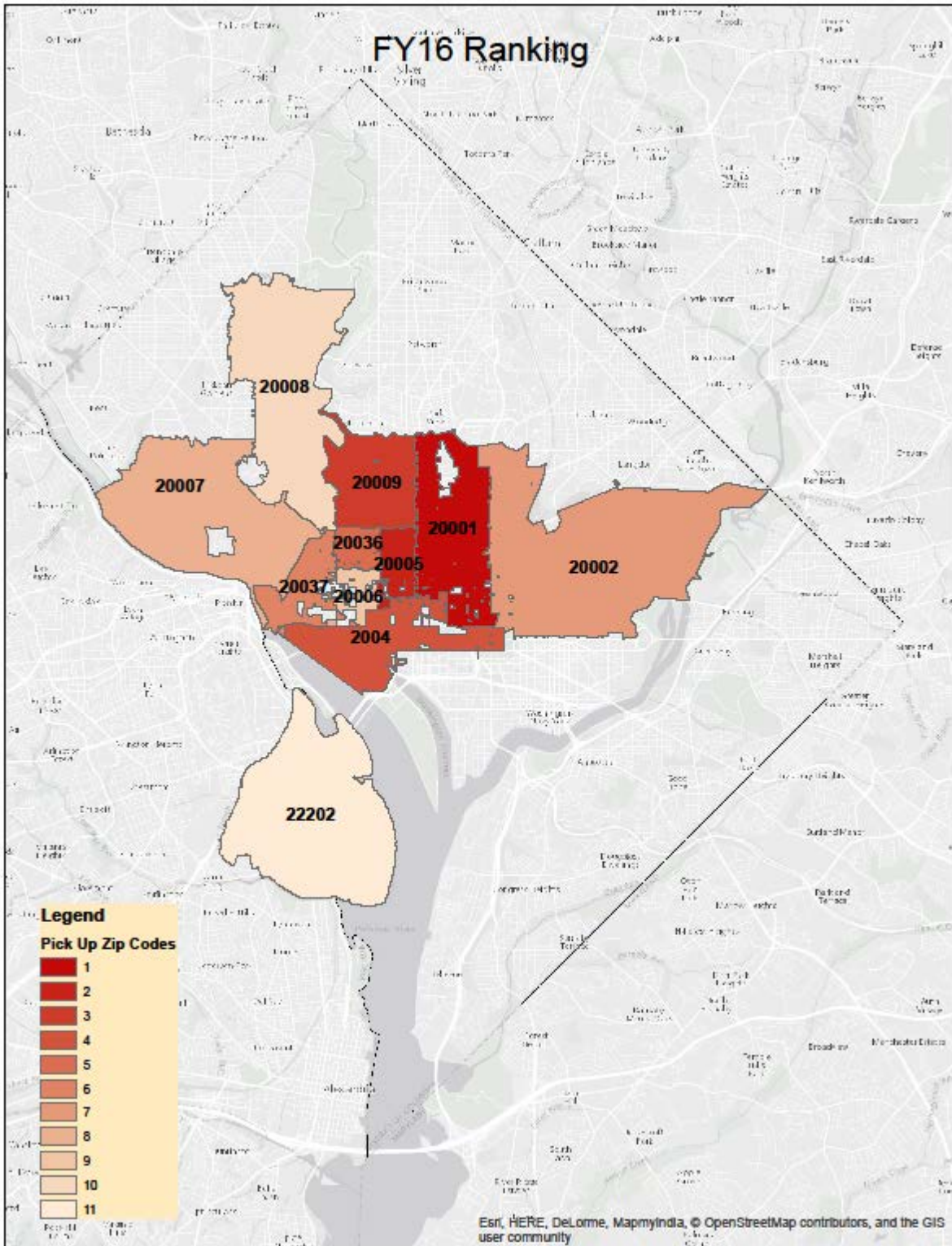


DC Taxi Index (Originally published in the DFHV Newsletter in November, 2016)

The Department of For-Hire Vehicles (DFHV) is using big data to study the market in order to enhance the quality of service for residents and visitors. The DC Taxi Index was created by DFHV as a quantitative measure of economic activity; similar to the Big Mac Index invented by The Economist as an informal measurement of purchasing power, DFHV is leveraging analytics to demonstrate that taxicabs remain a vital part of the city's transportation ecosystem. As such, taxi trips can tell a lot about what is happening in the city. The latest insight shows the 10 most popular pick up and drop off zip codes in the District.



FY16 Ranking



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of For-Hire Vehicles



REVIEW OF RATE STRUCTURE
AND
DECISION PURSUANT TO
D.C. OFFICIAL CODE § 50-301.17

MARCH 6, 2017

ERNEST CHRAPPAH
Director

I. SUMMARY

This decision of the District of Columbia Department of For-Hire Vehicles (“Department” or “DFHV”) reflects the Department’s statutorily-required biennial review of the metered taxicab rate structure to determine whether a “modification or adjustment” in the schedule is warranted.¹ DFHV conducted a public hearing on November 4, 2016, following notice in the *D.C. Register*,² at which it heard testimony and received comments from stakeholders. This review concerns street hail and telephone dispatch rates, and does not address digital dispatch rates, over which the Department has no control, as those rates are set by the dispatch services themselves. When this review was last conducted in June 2014, the metered rate structure was not determined to need modification or adjustment, with the exception of the elimination of metered rates for trips booked by digital dispatch (by app). Following the November 2016 hearing, and based on all the testimony and comments received, as well as the other information identified herein, the Department has conducted the equitable balancing required by the statute, *see* D.C. OFFICIAL CODE § 50-301.17 (b), and for the reasons stated herein, finds that no modifications or adjustments should be made to the metered taxicab rate structure at this time.

II. INTRODUCTION & BACKGROUND

Since the last ratemaking review in 2014, the vehicle-for-hire landscape has changed considerably. Business has continued to shift dramatically away from the traditional taxicab industry and toward private sedans (TNC vehicles). In FY 2015, there were 16,149,203 taxicab trips taken, but in FY 2016, there were only 14,456,258 such trips. At the same time, while taxicab revenue and trips have both fallen, taxicabs still play a unique and important role in providing customers with street hails and the ability to obtain wheelchair service, services which private sedans do not provide.

There have been other important changes in the industry as well since the last ratemaking review.

¹ D.C. OFFICIAL CODE § 50-301.17. Rate proceeding; standard for rate structure.

(a) Within 12 months of March 25, 1986, and at least once every 24 months thereafter, the Commission shall undertake a review of the taxicab rate structure. The review required by this section shall be undertaken by holding at least 1 public hearing, upon notice with opportunity to comment. Within 120 days of holding the public hearings, the [Commission] shall render a decision on whether a modification or adjustment in rate structure is warranted, and, if determined to be warranted, shall implement the modification or adjustment.

(b) The Commission, in the establishment and supervision of the taxicab rate structure, shall balance equitably the interest of owners and operators of taxicabs, taxicab companies and associations, and dispatch services in procuring a maximum rate of return on investment and labor against the public interest in maintaining a taxicab system affordable to a broad cross section of the public, and shall establish nondiscriminatory rates, charges, matrices, boundaries, and methodologies for the determination of taxicab fares which assure reasonable and adequate compensation and promote broad and nondiscriminatory public access to taxicab transportation facilities.

² The Notice appeared on October 28, 2016. *See* <http://dcregs.dc.gov/Gateway/NoticeHome.aspx?NoticeID=6251861>.

The H-tag moratorium was lifted in 2016, and the Department now has three pathways to new H-tags: purchasing a wheelchair accessible vehicle and joining Transport DC; purchasing a 100% electric vehicle; and providing proof that prior H-tags were surrendered around the time the moratorium was established. Perhaps most importantly, digital taxicab solutions (“DTSS”) will, as of September 1, 2017, replace the modern taximeter systems (“MTSS”), making Washington, D.C. the first jurisdiction to adopt dynamic street hail fares for taxicabs, while also dramatically reducing equipment costs for drivers.³

Given these sweeping changes to the industry, it is more important than ever that the Department support efforts to keep taxicabs on a level competitive playing field with private vehicles.

III. RATEMAKING AUTHORITY

The Department “[has] the authority, power, and duty to...[e]stablish reasonable rates for taxicab service for the transportation of passengers and their property within the District, including all charges incidental and directly related to the provision of taxicab services[.]”⁴

The Department has made every effort to comply with all these legal requirements and believes it has done so.

IV. PUBLIC HEARING

The public hearing required for this review was held at 10:00 a.m. on Friday, November 4, 2016, at 2235 Shannon Place, SE, Washington, DC 20020.

The hearing consisted of two phases. The first phase consisted of presentations from organizations (company and trade representatives). The second phase consisted of testimony from individuals.

The panelists appeared as follows:

Panel One (Organizational Stakeholders)

1. Jeffrey Schaeffer – representing Transco
2. Royale Simms – representing the Teamsters

Panel Two (Individuals Stakeholders)

1. Larry Frankel
2. Yonas Afwork
3. Abdul Wahab
4. E.J. Chubbs
5. Degfae Setegn

³ Modernization Rules, available at <http://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/publication/attachments/Ch%204%205%206%208%2015%2020%2099%20nd%20EP%20-%20Modernization%20%28for%20publication%201-10-17%29.pdf> .

⁴ District of Columbia Taxicab Department Establishment Act of 1985 (“Establishment Act”) (eff. March 25, 1986) (codified at D.C. Official Code § 50-301.07 (c) (1)).

6. Dottie Love Wade, For-Hire Vehicle Advisor Council (“FHVAC”) Member

A. Organizational Stakeholder Concerns

1. Mr. Schaeffer testified that the current \$35 per hour⁵ wait time is too high, and that in any event, most meters are programmed at the \$25 per hour rate. Mr. Schaeffer testified that if taxicabs are reprogrammed to the higher rate, they will lose even more business to the private sedans.

Mr. Schaeffer asserted that the current snow emergency fare of \$15⁶ is too high, and suggested lowering it to either twice the non-emergency metered fare rate, a \$7 surcharge, or \$4 per mile. Mr. Schaeffer believes that lowering rates across the board is what will bring customers back.

2. Mr. Simms testified that the notice of the ratemaking hearing was not circulated far enough in advance of the meeting, was insufficient, and that a second ratemaking hearing should be held at on a future date in order for more stakeholders to have the opportunity to attend and submit feedback. He also testified that wages are unfair; that drivers need fair wages; and that the number of drivers is up but that the number of trips is down. Mr. Simms further testified that there should be additional fees charged, including trunk fees, in order to supplement driver income; and that the passenger surcharge should be directed back to the drivers, or at least \$0.08 of it. In response to a question about a suggested gratuity button on the passenger information module (“PIM”), Mr. Simms responded that “customers are tipping pretty well” and he did not think that this was necessary.

B. Individual Stakeholder Concerns

1. Mr. Frankel stated that he opposed any adjustments to the taxicab rates in either direction, which he claimed would only help the “monopolistic” private sedan businesses.
2. Mr. Afwork stated that there are a lot of new drivers and that the Department should restrict people from getting new Face IDs. He also stated that the transportation network companies are evading regulation, and that we need to get rid of commercial insurance, registering vehicles, and paying one-stop fees.
3. Mr. Wahab stated that there are already too many taxicabs and that the Department should not increase rates, as they are already too high.
4. Mr. Chubbs stated that any increase in taxicab rates would cause taxicabs to

⁵ 31 DCMR § 801.7.

⁶ 31 DCMR § 804.1.

go out of business.

5. Mr. Setegn stated that raising any fares would be bad; that his company, UVC, has 560 drivers and none of them want trunk fees; and that since the new digital meters are on the way, it does not make sense to raise any rates now.
6. Ms. Wade asked whether a trunk fee existed in other jurisdictions, and wanted to know the impact of the surcharge.

V. DISCUSSION

Based on the testimony at the hearing and the written information submitted in connection with the review, the Department finds that the following issues bear discussion.

A. Legal sufficiency of the public hearing notice.

The Department finds that the notice of the meeting was legally sufficient, as it fully complied with DFHV's regulations and the D.C. Administrative Procedure Act.⁷ The notice was published in the *D.C. Register* on October 28, 2016, or seven days before the hearing date.⁸ The notice was also posted on the DFHV website on October 25, 2016. The Department also permitted individuals to submit written testimony for 15 days following the meeting.

B. Adjustment of the flag drop rate, and time and distance charges.

It is helpful to compare the District's taxicab rates with those of other large American cities than to surrounding jurisdictions, given the vast difference in the population density of the District versus Fairfax County, Arlington County, the City of Alexandria, Prince George's County, and Montgomery County. This is because areas with lower population densities need to compensate for the lower volume of fares and longer distances traveled to pick up fares with higher price points. In sum, the District should only be compared to similar jurisdictions.

Consistent with this, the Department reviewed fares in other large U.S. cities, which are listed on the next page.

⁷ D.C. OFFICIAL CODE § 2-501 *et seq.*

⁸ *See* 31 DCMR § 109.2 ("Notices of regular and special [Department] meetings shall be posted not fewer than seven (7) days in advance of the meeting.").

City	Flag Drop	Mileage Charges	Luggage/Passenger/ Time of day fees (if any)
Washington, DC ⁹	\$3.25	\$0.27 per 1/8 of a mile	\$1 for the first additional passenger only
Chicago, IL ¹⁰	\$3.25	\$2.25 per mile	\$1 for the first additional passenger; \$0.50 per 2 nd and subsequent passengers
Philadelphia, PA ¹¹	\$2.70	\$0.23 per 1/10 mile	\$1 per additional passenger over age 12, but only for trips from the airport to Center City.
Boston, MA ¹²	\$2.60	\$0.40 per 1/7 mile	
New York, NY ¹³	\$2.50	\$0.50 per 1/5 mile	\$1 for rush hour travel (4-8pm)
Baltimore, MD ¹⁴	\$1.80	\$0.20 per 1/11 mile	\$0.50 for travel between 9pm-5am \$0.10 per suitcase, piece of luggage, or grocery bag, in excess of one.

Based on these examples, the Department finds that the current \$3.25 flag drop rate and \$0.27 per each additional 1/8 of a mile¹⁵ are fair, reasonable, and appropriate charges. Of the industry stakeholders who testified, none supported raising either the flag drop or distance rates. Raising taxicab time and distance rates at this time would only make taxicabs less able to compete against private sedans, which offer a lower-priced service and, by some estimates, now control as much as 87% of the for-hire market nationwide¹⁶.

With respect to reducing time and distance rates, this will be an option for taxicab companies in the new DTS framework, as they will be allowed to offer dynamic street hail pricing, including the ability to discount fares up to 100%. The Department finds that rather than reducing fares at this time, it makes most sense to evaluate the effects of the new DTS pricing model, which essentially makes the street hail rate structure a simple upper-limit on fares. Whether or not the

⁹ 31 DCMR § 801.

¹⁰ See City of Chicago Passenger Information, available at https://www.cityofchicago.org/city/en/depts/bacp/supp_info/2012_passenger_information.html.

¹¹ Philadelphia Taxicab Tariffs, available at <http://www.philapark.org/taxicab-tariffs/>

¹² Boston Taxi Rates, available at <http://bpdnews.com/taxi-rates/>.

¹³ New York City Taxicab Rate of Fare, available at http://www.nyc.gov/html/tlc/html/passenger/taxicab_rate.shtml.

¹⁴ Baltimore City Taxicab rates, available at <http://webapp.psc.state.md.us/newIntranet/Sitesearch/Transportation/CityRates.pdf>

¹⁵ 31 DCMR § 801.7(c)(1)(A) and (B)

¹⁶ *Uber Loses at Least \$1.2 Billion in First Half of 2016*, available at <https://www.bloomberg.com/news/articles/2016-08-25/uber-loses-at-least-1-2-billion-in-first-half-of-2016>.

DTSs are successful in achieving the Department’s policy goals for the industry, including helping taxicabs compete, can then be included in the next biennial rate review, in 2019.

C. Adjustment of the luggage and trunk fees.

Historically, the Department maintained fees for the driver’s handling of luggage. In the current industry, however, it is clear that consumers do not want to be “nickel-and-dimed” with piecemeal fees. The Department finds that if such fees are reintroduced to the rate structure, it would have a strongly detrimental effect on consumers’ perception of the industry and further undermine the industry’s competitive position. This is clearly not in the interests of taxicab owners, drivers, or the riding public.

D. Adjustment of the wait rate.

The Department is aware that most taximeters remain programmed at the \$25 per hour rate established in a prior version of the current regulation specifying the wait time rate.¹⁷ The change is being implemented industry-wide as owners get their meters reprogrammed to the current rate. While the Department appreciates that the rate increase – already in Title 31 – could theoretically have a negative impact on the competitive position of taxicabs, in fact, the impact is minimal because so few rides are booked by the hour. Further, given that hourly rates can be discounted under the DTS program, the Department sees no need to revisit the current rate at this time.

E. Adjustment of the passenger surcharge.

The 25-cent passenger surcharge provides a major source of funding for the Department, which is not supported by the District’s General Fund. Therefore, unlike other components of the rate structure, the surcharge is not something that easily lends itself to modification in the context of a rate review. For this reason, and in light of the fact that the surcharge is only 25 cents – half what the statute allows¹⁸ – the Department finds there should be no adjustment in the surcharge at this time.

The surcharge funds, which in FY 2017 were approximately \$3.7 million¹⁹, not only cover a significant portion of the cost of running the Department, including leasing office space and compensating staff, but enable DFHV to make grants to the for-hire industry, including funds that support the purchase of electric and wheelchair accessible vehicles. Any change to the surcharge would require an increase to licensing fees and elimination or restriction on the availability of the grant programs. As a result, the Department declines to reduce the surcharge and/or to direct any of it away from the Department’s operating budget.

¹⁷ See <http://dcregs.dc.gov/Gateway/FinalAdoptionHome.aspx?RuleVersionID=4105736> (The prior version of the wait rate (effective July 26, 2013), was \$25 per hour, as opposed to the current \$35 per hour (effective July 26, 2013)).

¹⁸ D.C. Official Code § 50-301.03.

¹⁹ *Surcharge Generated For the District*, available at <http://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>.

F. Adjustment of the snow emergency fare.

The Department finds that an adjustment of the snow emergency fare is warranted, but it is not prepared to make an adjustment in the fare at this time. The fare itself – a flat \$15 required to be charged by all vehicles on top of all other rates and charges – is an unreasonably and arbitrarily high amount that contributes to a public perception that taxicabs are “overpriced”. At the same time, while some reduction is needed, an increase in the fare during snow emergencies is justified to compensate owners and drivers for the additional cost and risk of operating in winter weather. DFHV therefore believes a smarter approach would be both a *lower* snow fare and one that is tied to mileage, rather than to the flag drop, with a resulting total fare that may be in the range of four to five dollars higher than the same trip in the absence of snow.²⁰ The Department will issue a proposed rulemaking to revise the snow emergency fare when its evaluation of the fare is concluded, in time for the next snow season at the end of the calendar year.

G. Imposing restrictions on operator licenses (Face IDs); eliminating insurance requirements and one-stop fees.

The Department appreciates that there are, as of the date of this report, 6,681 taxicab operators²¹ who are competing for fewer and fewer taxicab fares. However, placing a cap on the number of operator licenses is outside the scope of this report – which is limited to the rate structure. Similarly, insurance requirements and one-stop fees are outside the scope of this review.

VI. CONCLUSION

The District’s taxicab industry has undergone dramatic change in the past several years, and the immediate future will likely continue this trend. In less than six months, MTSs will be abolished and replaced by digital taxicab solutions giving owners and drivers lower equipment costs and the ability to set dynamic street hail rates. These and other changes will help taxicabs regain an ability to compete against private sedans. With such major changes looming so near, and for the other reasons identified above, the Department finds that there should not be any adjustments or modifications to the taxicab rate structure at this time. Any such changes should await the implementation of DTSSs, to determine their effects on taxicab competitiveness, which the Department expects will be substantially positive.

DEPARTMENT OF FOR-HIRE VEHICLES

By: *Ernest Chrappah*
ERNEST CHRAPPAH
Director

²⁰ The approach and fare range cited in the text are preliminary only and may not be reflected in a notice of proposed rulemaking.

²¹ *DFHV Dashboard and Statistical Data Sets*, available at <http://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>

Attachment 14 - \$100,000 or more Salary for FY17

Name	Posn Nbr	Title	Prgm Code	Activity	Salary	Fringe Benefit	Overtime Pay	Bonus Pay
Mingal,Adam Branden	00085763	ATTORNEY ADVISOR	1060	0100	\$ 103,728.00	\$ 23,027.62	N/A	No
Ricks,Tanya	00082577	Management Liaison Specialist	1010	0100	\$ 104,423.00	\$ 23,181.91	N/A	No
Muhammad,Karl A	00084825	Program Manager	2040	0100	\$ 104,423.00	\$ 23,181.91	N/A	No
Tietjen,Michael C.	00084834	Program Analyst	1090	0100	\$ 104,423.00	\$ 23,181.91	N/A	No
Belay,Dereje	00075235	FINANCIAL MANAGER	110F	0100	\$ 106,922.00	\$ 23,736.68	N/A	No
Lee,Chun-Ping	00084854	I T Project Manager	8020	0100	\$ 108,063.00	\$ 23,989.99	N/A	No
Starks,Dennis J.	00082578	Supervisory Vehicle Inspection	4010	0100	\$ 108,179.97	\$ 24,015.95	N/A	No
Kasunic,Gerald M	00001132	Administrative Officer	1090	0100	\$ 109,000.00	\$ 24,198.00	N/A	No
Davis,Kim S	00051375	Client Relations Manager	8010	0100	\$ 121,323.00	\$ 26,933.71	N/A	No
Ampedu,Eric Osei	00014703	Supv Mgmt and Program Analyst	4010	0100	\$ 120,000.00	\$ 26,640.00	Yes	No
Waters III,Neville R	00075712	Public Affairs Specialist	7010	0100	\$ 120,335.00	\$ 26,714.37	N/A	No
Lindsay,Charles L	00084852	Program Manager (Consumer Serv	2040	0100	\$ 123,403.00	\$ 27,395.47	N/A	No
Bocock,Monique	00083656	TRIAL ATTORNEY	1060	0100	\$ 134,595.00	\$ 29,880.09	N/A	No
Kwan-Hui,Shirley S	00076702	Chief of Staff	1090	0100	\$ 144,612.00	\$ 32,103.86	N/A	No
Soleimani,Sohail	00085295	Chief Information Officer	1040	0100	\$ 154,869.00	\$ 34,380.92	N/A	No
Lerner,Jacques P.	00086163	Senior Policy Advisor	1090	0100	\$ 154,869.00	\$ 34,380.92	N/A	No
Chrappah,Ernest	00002376	Director, Department For-Hire	1090	0100	\$ 172,131.03	\$ 38,213.09	N/A	No

Attachment 15 - Overtime

Department of For-Hire Vehicles (TCO) Fiscal Year 2017 and 2018 Overtime Payments to Employees

1) FY 2017

Name	Position No.	Title	Program	Program Title	Activity	Annual Salary	Benefits	Overtime Amount
Bears,Kalvin G	00085277	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	57,559.00	12,778.10	4,551.50
Glover,Brian H	00085275	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	55,462.00	12,312.56	4,054.30
Mann,David	00070925	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	48,122.00	10,683.08	2,835.64
Fludd,Anthony	00075186	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	45,186.00	10,031.29	2,105.76
Lane,James A	00085279	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	65,443.00	14,528.35	1,791.84
Bowden,Mia	00085452	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	76,083.50	16,890.54	1,755.77
Morgan,William	00085298	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	46,654.00	10,357.19	1,659.71
Regester,Lamont	00085453	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	83,168.19	18,463.34	1,599.40
Evans,Timothy C	00070215	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	71,371.00	15,844.36	1,488.93
Wallace,Gregory J	00070924	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	55,462.00	12,312.56	1,354.90
Conrad Sr.,James M	00014528	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	67,419.00	14,967.02	1,354.63
Edwards,Clarissa	00075210	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	60,757.00	13,488.05	1,197.62
Shepperd,Olga D	00020238	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	43,718.00	9,705.40	1,135.54
Ampedu,Eric Osei	00014703	Supv Mgmt and Program Analyst	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	120,000.00	26,640.00	1,125.00
Martin,Carl E	00085454	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	76,083.50	16,890.54	804.73
Winter,Reginald C	00084827	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	83,168.19	18,463.34	799.70
Smith,Roxanne	00084853	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	59,189.00	13,139.96	761.09
Davis,Kim S	00051375	Client Relations Manager	8000	CLIENT SERVICES	8010	121,323.00	26,933.71	711.48
Hudgins,Marques D	00022000	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	48,122.00	10,683.08	514.65
Earle,Johnice J	00031838	PUBLIC VEHICLE ENFORCE INSPEC	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	49,590.00	11,008.98	442.33
Diggs,Keon E	00070216	PUBLIC VEHICLE ENFORCE INSPEC	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	45,186.00	10,031.29	260.68
Johnson,Sonji L	00085293	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	55,462.00	12,312.56	159.98
Goodwin,Wanda T	00023061	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	62,449.00	13,863.68	150.12
Smallwood,Stefanie	00083625	STAFF ASSISTANT	8000	CLIENT SERVICES	8010	47,185.00	10,475.07	136.11
Thornton,Jonathan C.	00085251	STAFF ASST	1000	AGENCY MANAGEMENT	1040	45,848.00	10,178.26	64.17
Total Overtime Paid								32,815.58

2) FY 2018

Name	Position No.	Title	Program	Program Title	Activity	Annual Salary	Benefits	Overtime Amount
Fludd,Anthony	00075186	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	45,186.00	10,031.29	1,720.74
Edwards,Clarissa	00075210	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	60,757.00	13,488.05	1,664.97
Wallace,Gregory J	00070924	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	55,462.00	12,312.56	1,662.08
Mann,David	00070925	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	48,122.00	10,683.08	1,291.78
Bears,Kalvin G	00085277	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	57,559.00	12,778.10	1,262.00
Bowden,Mia	00085452	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	76,083.50	16,890.54	1,170.52
Evans,Timothy C	00070215	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	71,371.00	15,844.36	1,168.86
Glover,Brian H	00085275	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	55,462.00	12,312.56	857.27
Lane,James A	00085279	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	65,443.00	14,528.35	775.56
Martin,Carl E	00085454	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	76,083.50	16,890.54	658.41
Conrad Sr.,James M	00014528	Lead Vehicle Inspection Office	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	67,419.00	14,967.02	621.25
Smallwood,Stefanie	00083625	STAFF ASSISTANT	8000	CLIENT SERVICES	8010	47,185.00	10,475.07	396.99
Morgan,William	00085298	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	46,654.00	10,357.19	393.29
Pollard,Andrew H	00070216	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	43,718.00	9,705.40	378.33
Regester,Lamont	00085453	Assistant Supervisory Vehicle	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	83,168.19	18,463.34	319.88
Shepperd,Olga D	00020238	Vehicle Inspection Officer	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	43,718.00	9,705.40	253.27
Smith,Roxanne	00084853	PGM SUPPORT SPEC	8000	CLIENT SERVICES	8010	59,189.00	13,139.96	152.20
Total Overtime Paid								14,747.40

COMPENSATION AGREEMENT

BETWEEN

THE DISTRICT OF COLUMBIA

AND

THE OFFICE OF THE ATTORNEY GENERAL

AND

THE AMERICAN FEDERATION OF GOVERNMENT

EMPLOYEES, LOCAL 1403,

AFL-CIO

EFFECTIVE OCTOBER 1, 2017 THROUGH SEPTEMBER 30, 2020

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PREAMBLE

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

**ARTICLE 1
RECOGNITION**

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

**ARTICLE 2
WAGES**

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

SECTION A – FY 2018:

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

SECTION B – FY 2019:

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

SECTION C -- FY 2020:

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

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

**ARTICLE 2A
BONUSES**

SECTION A – FY 2018:

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

SECTION B -- FY 2019:

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

SECTION C -- FY 2020:

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

**ARTICLE 2B
SATURDAY AND HOLIDAY PAY**

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

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

ARTICLE 3 BENEFITS COMMITTEE

SECTION A – General:

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

SECTION B – Purpose:

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

SECTION C – Responsibilities:

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

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

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

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

SECTION D – Maintenance of Benefits:

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

SECTION E – Additional Benefits:

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

**ARTICLE 4
BENEFITS**

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

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

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

SECTION A -- Life Insurance:

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

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

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

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

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

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

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

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

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

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

SECTION B -- Health Insurance:

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

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

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

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

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

SECTION C -- Optical and Dental:

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

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

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

SECTION D – Short and Long Term Disability:

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

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

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

SECTION E – Indemnity Benefits:

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

SECTION F – Annual Leave:

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

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

(b) three-fourths (3/4) day (6 hours) for each full biweekly pay period, except that the accrual for the last full biweekly pay period in the year is one and one-fourth days (10 hours), for an employee with more than three (3) but less than fifteen (15) years of service (accruing a total of twenty (20) annual leave days per annum); and,

(c) one (1) day (8 hours) for each full biweekly pay period for an employee with fifteen (15) or more years of service (accruing a total of twenty-six (26) annual leave days per annum).

2. Part-Time employees who work on a prearranged scheduled tour of duty are entitled to earn leave as provided above on a pro rata basis.

3. Employees shall be eligible to use annual leave in accordance with the District of Columbia Laws.

4. An employee's request to use annual leave shall not be unreasonably denied.

SECTION G – Sick Leave:

1. In accordance with District of Columbia Code §1-612.03 (2014 Repl.), a full-time employee covered by the terms of this Agreement may accumulate up to thirteen (13) sick days which accrues on the basis of four hours for each full biweekly pay period, and may accumulate up to thirteen (13) days in a calendar year.

2. In the case of part-time employment, the rate at which leave accrues under this subsection shall be a percentage of the rate prescribed above which is determined by dividing 40 into the number of hours in the regularly scheduled work week of that employee during that fiscal year.

3. An employee may use sick leave to:

(a) Seek medical attention and/or recover from illness or injury;

(b) Provide care for a family member who is incapacitated as a result of physical or mental illness, injury, pregnancy, or childbirth;

(c) Provide care for a family member as a result of medical, dental, or optical examination or treatment;

(d) Provide care for a foster child or a prospective or newly adopted child in the employee's care; or

(e) Make any other use allowed by law, including to obtain social, medical or legal services if the employee or the employee's family member is a victim of stalking, domestic violence or sexual abuse as provided for under D.C. Official Code § 32-131.02(b)(4) (2014 Repl.).

4. An employee's request to take sick leave shall not be unreasonably denied.

SECTION H – Other Forms of Leave:

1. **Military Leave:** An employee is entitled to leave, without loss of pay, leave, or credit for time of service as reserve members of the armed forces or as members of the National Guard to the extent provided in D.C. Official Code §1-612.03(m)(2014 Repl.).

2. **Court Leave:** An employee is entitled to leave, without loss of pay, leave, or service credit during a period of absence in which he or she is required to report for jury duty or to appear as a witness on behalf of the District of Columbia Government, or the Federal or a

State or Local Government to the extent provided in D.C. Official Code §1-612.03(l) (2014 Repl.).

3. Funeral Leave:

An employee is entitled to three (3) days of leave without loss of pay, leave, or service credit to make arrangements for or to attend the funeral or memorial service for an immediate relative in accordance with Funeral and Memorial Service Leave Amendment Act, D.C. Law 20-83, § 2(a), 61 DCR 176, effective February 22, 2014. In addition, the Employer shall grant an employee's request for annual, sick or compensatory time up to three (3) days upon the death of an immediate relative. Approval of additional time shall be at the Employer's discretion. However, requests for leave shall be granted unless the Agency's ability to accomplish its work would be seriously impaired. For purposes of this section "immediate relative" is an individual who is related to an employee by blood, marriage, adoption, or domestic partnership as father, mother, child, husband, wife, sister, brother, aunt, uncle, grandparent, grandchild or similar familial relationship; or an individual for whom the recipient employee is the legal guardian; or a fiancé, fiancée or domestic partner of an employee, as defined in D.C. Official Code §32-701 (2014 Repl.) and related laws. For the purpose of leave certification, employees shall provide a copy of the obituary or death notice, a note from clergy or funeral professional or a death certificate within ten (10) business days of the Employer's request.

4. Administrative Closing – An employee who has previously scheduled leave for a day (or portion of a day) on which the District of Columbia or the Office of the Attorney General closes by order of the Mayor or the Attorney General shall not be charged leave for that day, or portion of the day, that the District agency is closed.

5. Back-to-School Leave – Subject to the discretion of an individual's manager as described in this section, any employee who serves as the primary caregiver for a child enrolled in school, including pre-school, elementary school, middle or junior high school, or high school, may take 2 hours of excused leave (that is without charge to the employee's leave balance) to assist his or her child in preparing for and traveling to the first day of school during the academic year. An employee's individual manager shall make every effort to grant requests for excused absences on the first day; however, the granting of all such requests may not be feasible if it results in disruption of public services provided by the administration. Accordingly, when an employee cannot be granted an excused absence on his or her child's first school day, he or she shall be given an excused absence of 2 hours during the first week of school or as soon thereafter as practicable, in order to assist his or her child in preparing for an attending school.

6. Family Leave – Within any 12-month period, an employee is entitled to up to eight weeks of paid family leave for the birth or adoption of a child or to care for a family member (a person related by blood, legal custody, domestic partnership or marriage) with a serious health condition.

SECTION I – Pre-Tax Benefits:

1. Employee contributions to benefits programs established pursuant to D.C. Official Code §1-611.19 (2012 Repl.), including the District of Columbia Employees Health Benefits Program, may be made on a pre-tax basis in accordance with the requirements of the Internal Revenue Code and, to the extent permitted by the Internal Revenue Code, such pre-tax contributions shall not effect a reduction of the amount of any other retirement, pension, or other benefits provided by law.

2. To the extent permitted by the Internal Revenue Code, any amount of contributions made on a pre-tax basis shall be included in the employee's contributions to existing life insurance, retirement system, and for any other District government program keyed to the employee's scheduled rate of pay, but shall not be included for the purpose of computing Federal or District income tax withholdings, including F.I.C.A., on behalf of any such employee.

SECTION J – Retirement:

1. **CIVIL SERVICE RETIREMENT SYSTEM (CSRS):** As prescribed by 5 U.S.C. § 8401 and related chapters, employees first hired by the District of Columbia Government before October 1, 1987, are subject to the provisions of the CSRS, which is administered by the U.S. Office of Personnel Management. Under Optional Retirement the aforementioned employee may choose to retire when he/she reaches:

- (a) Age 55 and 30 years of service;
- (b) Age 60 and 20 years of service;
- (c) Age 62 and 5 years of service.

Under Voluntary Early Retirement, which must be authorized by the U.S. Office of Personnel Management, an employee may choose to retire when he/she reaches:

- (a) Age 50 and 20 years of service;
- (b) Any age and 25 years of service.

The pension of an employee who chooses Voluntary Early Retirement will be reduced by 2% for each year under age 55.

2. **DEFINED CONTRIBUTION PENSION PLAN:** The District shall continue the Defined Contribution Pension Plan currently in effect which includes:

- (a) All eligible employees hired by the District on or after October 1, 1987, shall be enrolled into the defined contribution pension plan as prescribed by D.C. Official Code § 1-626.09 (2012 Repl.).

(b) After the completion of one year of service, the District shall contribute an amount not less than 5% of their base salary to an employee's Defined Contribution Pension Plan account. The District government funds this plan. There is no employee contribution to the Defined Contribution Pension Plan. After two years of plan participation, an employee is entitled to 20% of the account. After three years of plan participation, an employee is entitled to 40% of the account. After 4 years of plan participation, an employee is entitled to 60% of the account. An employee is fully vested after five years of plan participation and is entitled to 100% of the account.

3. **DEFERRED COMPENSATION PROGRAM:** All District employees covered by this Agreement shall be eligible to participate in the District's Deferred Compensation Program described in Section 1-626.05 and related Chapters of the D.C. Official Code (2012 Repl.). The Deferred Compensation Program is a savings system through pre-tax deductions and allows employees to accumulate funds for long-term goals, including retirement. The portion of salary contributed reduces the amount of taxable income in each paycheck. The Internal Revenue Service determines the annual maximum deferral amount. Under the program, employees may choose from various fixed or variable rate investment options.

SECTION K – Holidays:

1. The following legal public holidays are provided to all employees covered by this Agreement:

- (a) New Year's Day, January 1st of each year;
- (b) Dr. Martin Luther King, Jr.'s Birthday, the 3rd Monday in January of each year;
- (c) Washington's Birthday, the 3rd Monday in February of each year;
- (d) D.C. Emancipation Day, April 16th of each year;
- (e) Memorial Day, the last Monday in May of each year;
- (f) Independence Day, July 4th of each year;
- (g) Labor Day, the 1st Monday in September of each year;
- (h) Columbus Day, the 2nd Monday in October of each year;
- (i) Veterans Day, November 11th of each year;
- (j) Thanksgiving Day, the 4th Thursday in November of each year; and
- (k) Christmas Day, December 25th of each year.

2. Any other legal public holiday observed by the District and any other day declared a holiday for District workers by the President, Congress, or the Mayor will also be granted to employees covered by this Agreement (together, the holidays described in this section are referred to as Holidays throughout this Agreement). When an employee, having a regularly scheduled tour of duty is relieved or prevented from working on a day District agencies are closed by order of the Mayor, he or she is entitled to the same pay for that day as for a day on which an ordinary day's work is performed.

SECTION L – Benefits Levels:

The level of benefits shall not be decreased or revised during the term of this Agreement without the express written consent of the Union.

**ARTICLE 5
COMPENSATORY TIME**

SECTION A:

A lawyer who is required to work one or more hours outside his or her normal work hours may, whenever possible, request an equal amount of compensatory time from his or her supervisor before the work is performed. The decision to grant an employee compensatory time is at the discretion of management but shall not be unreasonably denied. The denial of a request shall be in writing and shall state the reason for the denial.

SECTION B:

Compensatory time may be approved for work that exceeds an employee's regular tour of duty, including:

- Extraordinary assignments
- Scheduled or special events
- Travel time outside normal work hours

SECTION C:

If the request is granted, the time will be recorded on the employee's records and may be used in the same manner that annual leave is used. However, accrued compensatory time off must be used by the end of the 26th pay period after the pay period during which it was earned. In no event will an employee be entitled to pay in lieu of compensatory time, except as expressly provided elsewhere in this Agreement.

**ARTICLE 6
MONTHLY TRANSIT SUBSIDY**

Beginning the first full pay period on or after Council approval, the District of Columbia Government shall subsidize the cost of monthly transit for personal use by employees by twenty-five dollars (\$25.00) per month for actual transportation expenses incurred by employees who commute to and from work.

**ARTICLE 7
MILEAGE ALLOWANCE METRO REIMBURSEMENT AND
ACCESS TO OFFICIAL GOVERNMENT VEHICLES AND TRANSPORTATION**

SECTION A – Parking Spaces:

Three (3) parking spaces shall be set aside from among those allocated to the Office of the Attorney General in the underground parking garage at 441 4th St., NW, Washington, D.C. for use by bargaining unit members as determined by the Union. The parking spaces shall be funded by the Union. The parking rate payable by the Union will not exceed the rate applicable to the parking spaces allocated to the Office of the Attorney General. The Union, within its sole discretion, may utilize one or more of its allocated spaces from time to time to provide short term parking for its members. Upon request, the Union shall notify the Employer which employees are authorized to use the Union parking spaces.

SECTION B – Mileage Allowance:

The parties agree that the mileage allowance established by the U.S. General Services Administration for authorized Federal Government travel shall be the reimbursement rate for Union employees authorized to use their personal vehicles for official District of Columbia business. To receive such allowance, authorization by Employer must be received in advance of the employees' travel. Employees shall use the appropriate District Form to document mileage and timely request reimbursement.

SECTION C – Use of Personal Vehicles:

1. Employees who are authorized and are within the scope of employment while using their personal vehicle for official business are covered by the District of Columbia Non-Liability Act (D.C. Official Code §§2-411 through 2-416 (2012 Repl.)). The Non-Liability Act generally provides that a District Employee is not subject to personal liability in a civil suit for property damage or for personal injury arising out of a motor vehicle accident during the discharge of the employee's official duties, so long as the employee was acting within the scope of his or her employment.

2. Claims by employees for personal property damage or loss incident to the use of their personal vehicle for official business may be made under the Military Personnel and Civilian Employees Claim Act of 1964 (31 U.S.C. §3701 et seq.).

SECTION D – Reimbursement for Use of Personal Vehicles:

Management shall not require an employee to use his/her personal vehicle for government purposes. In the event it becomes necessary for employees to use their personal vehicle for official government business, employees shall obtain prior approval from his/her immediate supervisor and shall be reimbursed for mileage and parking incurred consistent with District of Columbia rules, regulations and orders.

SECTION E - Reimbursement for Taxicab or Online Vehicle Expenses:

Employees who must travel by taxicab or online vehicle (e.g. Uber or Zipcar) for official government business to a destination that is not reasonably accessible by Metro shall be reimbursed for their travel, provided that they receive prior authorization from an immediate supervisor for reimbursement.

SECTION F – Metro Fare Cards:

Upon request, Employer shall provide metro fare cards in electronic form to employees for official government travel within the WMATA system. The metro fare card value shall be equivalent to the cost of travel at the time of day during which the employee travels.

SECTION G – Availability of Fleet Vehicles:

Upon prior approval by an immediate supervisor, management shall facilitate the request for a Department of Public Works fleet vehicle to the extent available. Employees may use the vehicle for official government business at no charge to the Employee.

**ARTICLE 8
SICK LEAVE INCENTIVE PROGRAM**

In order to recognize an employee's productivity through his/her responsible use of accrued sick leave, the Employer agrees to provide time-off in accordance with the following:

SECTION A – Accrual:

A full time employee who is in a pay status for the leave year shall accrue annually:

1. Three (3) days off for utilizing a total of no more than two (2) days of accrued sick leave.
2. Two (2) days off for utilizing a total of more than two (2) but not more than four (4) days of accrued sick leave.

3. One (1) day off for utilizing a total of more than four (4) but no more than five (5) days of accrued sick leave.

SECTION B – Employees in a Non-pay Status:

Employees in a non-pay status for no more than two (2) pay periods for the leave year shall remain eligible for incentive days under this Article. Sick leave usage for maternity or catastrophic illness/injury, not to exceed two (2) consecutive pay periods, shall not be counted against sick leave for calculating eligibility for incentive leave under this Article.

SECTION C – Procedure for Use of Time Accrued:

Time off pursuant to a sick leave incentive award shall be selected by the employee and requested at least three (3) full workdays in advance of the leave date. Requests for time off pursuant to an incentive award shall be given priority consideration and the employee's supervisor shall approve such requests for time off unless staffing needs or workload considerations dictate otherwise. If the request is denied, the employee shall request and be granted a different day off within one month of the date the employee initially requested. Requests for time off shall be made on the standard "Application for Leave" form.

SECTION D – Use of Time Accrued:

All incentive days must be used in full-day increments following the leave year in which they were earned. Incentive days may not be substituted for any other type of absence from duty. There shall be no carryover or payment for any unused incentive days.

SECTION E – Part Time Employees:

Part-time employees are not eligible for the sick leave incentive as provided in this Article.

**ARTICLE 9
ANNUAL LEAVE BUY-OUT**

SECTION A – Payment for Annual Leave:

An employee who is separated or is otherwise entitled to a lump-sum payment under personnel regulations for the District of Columbia Government shall receive payment for each hour of unused annual leave in the employee's official leave record.

SECTION B – Computation:

The lump-sum payment shall be computed on the basis of the employee's hourly pay rate at the time of separation.

**ARTICLE 10
BACK PAY**

Arbitration awards or settlement agreements in cases involving an individual employee shall be paid within a reasonable time of receipt from the employee of relevant documentation, including documentation of interim earnings and other potential offsets. Employer shall submit the SF-52 and all other required documentation to the Department of Human Resources or the Office of Pay and Retirement Services within thirty (30) days following receipt from the employee of relevant documentation.

**ARTICLE 11
WAITING PERIODS FOR ADVANCEMENT WITHIN STEPS**

The within-grade waiting periods on the A-35 salary scale for step advancement for bargaining unit employees with a prearranged regularly scheduled tour of duty are as follows:

1. Steps 2, 3, 4 and 5: fifty-two (52) calendar weeks of creditable service;
2. Steps 6, 7, 8, 9 and 10: one hundred and four (104) calendar weeks of creditable service.

**ARTICLE 12
GRIEVANCE AND ARBITRATION PROCEDURES**

Grievance procedures shall be determined by the terms and conditions of Article 28 in the Non Compensation Agreement.

**ARTICLE 13
SAVINGS CLAUSE**

SECTION A:

In the event any article, section or portion of this Agreement is held to be invalid and unenforceable by any court or other authority of competent jurisdiction, such decision shall apply only to the specific article, section, or portion thereof specified in the decision; and upon issuance of such a decision, the Employer and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof to the extent possible.

SECTION B:

The terms of this Agreement supersede any subsequently enacted D.C. laws, District Personnel Manual (DPM) regulations, or departmental rules concerning compensation covered herein for the term of this agreement.

**ARTICLE 14
DURATION AND FINALITY**

SECTION A -- Effective Date:

This agreement shall be implemented as provided herein subject to the requirements of Section 1715 of the District of Columbia Comprehensive Merit Personnel Act D.C. Official Code, § 1-617.15(a), (2012 Repl.). This Agreement shall be effective on the date provided by law (i.e., when it is approved by the Council or as otherwise effective pursuant to D.C. Official Code § 1-617.17 (2012 Repl.)) and shall remain in full force and effect until September 30, 2020, or until a new compensation agreement becomes effective. Notice to reopen the Agreement shall be provided as required by D.C. Official Code § 1-617.17 (f)(1)(A)(i) (2012 Repl.).

SECTION B – Finality:

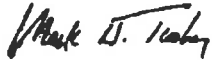
This Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable compensation issues, and contains the full agreement of the parties as to all such compensation issues that were or could have been negotiated.

**ARTICLE 15
INCORPORATION OF NON-COMPENSATION AGREEMENT**

The terms and conditions of the Non Compensation Agreement between the District of Columbia and the American Federation of Government Employees, Local 1403, AFL-CIO, effective October 1, 2017 through September 30, 2020 (Non-Compensation Agreement), are incorporated herein by reference into this Agreement. The provisions of this Compensation Agreement shall control to the extent of any inconsistency.

On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



**Mark H. Tuohey, III, Director
Mayor's Office of Legal Counsel**

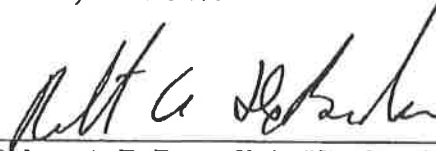


**Karl A. Racine, Attorney General
Office of the Attorney General**

**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**



**Steve Anderson, President
AFGE, Local 1403**

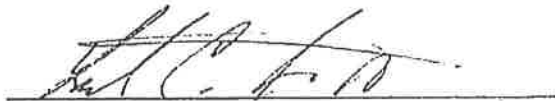



**Robert A. DeBerardinis, Vice President
AFGE, Local 1403**


On this 31st day of October, 2017 and in witness to this Agreement, the parties hereto set their signatures.


**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**

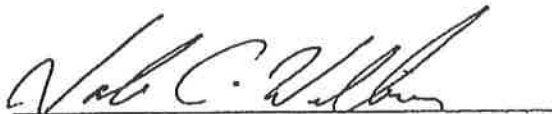
**FOR THE AMERICAN FEDERATION
OF GOVERNMENT EMPLOYEES
LOCAL 1403**



Lionel C. Sims Jr., Esq., Director
Office of Labor Relations & Collective
Bargaining

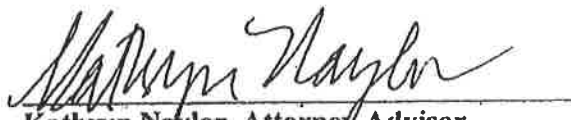

Olga L. Clegg, Vice President
AFGE, Local 1403


Ronald R. Ross, Deputy Director
Mayor's Office of Legal Counsel


Anne Hollander
AFGE, Local 1403



Nadine Wilburn, Chief
Personnel, Labor & Employment Division
Office of the Attorney General


Beth-Sherri Akyereko
AFGE, Local 1403


Kathryn Naylor, Attorney Advisor
Office of Labor Relations & Collective
Bargaining


Dave Rosenthal
AFGE Local 1403


Kevin Stokes, Chief of Staff
Office of Labor Relations & Collective
Bargaining


Marie-Claire Brown
AFGE Local 1403


Asha Bryant, Attorney Advisor
Office of Labor Relations & Collective
Bargaining

APPROVAL

This compensation collective bargaining agreement between the District of Columbia and Compensation Unit 33 represented by AFGE, Local 1403, dated _____, has been reviewed in accordance with Section 1-617.17 of the District of Columbia Official Code (2012 Repl.) and is hereby approved on this _____ day of _____, 2017.

Muriel E. Bowser, Mayor

District of Columbia Government Salary Schedule: Legal Services (Union)

Fiscal Year: 2018 Service Code Definition: Attorneys (includes both OAG and other agencies)

Effective Date: October 1, 2017

Union/Nonunion: Union Affected CBU/Service Code(s): BQA A35

Pay Plan/Schedule: LS (Legal Service)
 Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	Steps										Between Steps	
	1	2	3	4	5	6	7	8	9	10		
09 \$	56,027	\$ 57,895	\$ 59,763	\$ 61,631	\$ 63,499	\$ 65,367	\$ 67,235	\$ 69,103	\$ 70,971	\$ 72,839	\$	1,868
10 \$	61,701	\$ 63,758	\$ 65,815	\$ 67,872	\$ 69,929	\$ 71,986	\$ 74,043	\$ 76,100	\$ 78,157	\$ 80,214	\$	2,057
11 \$	67,783	\$ 70,046	\$ 72,309	\$ 74,572	\$ 76,835	\$ 79,098	\$ 81,361	\$ 83,624	\$ 85,887	\$ 88,150	\$	2,263
12 \$	81,246	\$ 83,956	\$ 86,666	\$ 89,376	\$ 92,086	\$ 94,796	\$ 97,506	\$ 100,216	\$ 102,926	\$ 105,636	\$	2,710
13 \$	96,623	\$ 99,843	\$ 103,063	\$ 106,283	\$ 109,503	\$ 112,723	\$ 115,943	\$ 119,163	\$ 122,383	\$ 125,603	\$	3,220
14 \$	114,171	\$ 117,979	\$ 121,787	\$ 125,595	\$ 129,403	\$ 133,211	\$ 137,019	\$ 140,827	\$ 144,635	\$ 148,443	\$	3,808
15 \$	134,310	\$ 138,785	\$ 143,260	\$ 147,735	\$ 152,210	\$ 156,685	\$ 161,160	\$ 165,635	\$ 168,043	\$ 171,434	\$	Varies

District of Columbia Government Salary Schedule: Legal Services (Union)

Fiscal Year: 2019 Service Code Definition: Attorneys (includes both OAG and other agencies)

Effective Date: October 14, 2018

Union/Nonunion: Union Affected CBU/Service Code(s): BOA A35

Pay Plan/Schedule: LS (Legal Service)
Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	Steps										Between Steps
	1	2	3	4	5	6	7	8	9	10	
09 \$	57,034 \$	58,936 \$	60,838 \$	62,740 \$	64,642 \$	66,544 \$	68,446 \$	70,348 \$	72,250 \$	74,152 \$	1,902
10 \$	62,812 \$	64,906 \$	67,000 \$	69,094 \$	71,188 \$	73,282 \$	75,376 \$	77,470 \$	79,564 \$	81,658 \$	2,094
11 \$	69,002 \$	71,306 \$	73,610 \$	75,914 \$	78,218 \$	80,522 \$	82,826 \$	85,130 \$	87,434 \$	89,738 \$	2,304
12 \$	82,708 \$	85,467 \$	88,226 \$	90,986 \$	93,744 \$	96,503 \$	99,262 \$	102,021 \$	104,780 \$	107,539 \$	2,759
13 \$	98,362 \$	101,640 \$	104,918 \$	108,196 \$	111,474 \$	114,752 \$	118,030 \$	121,308 \$	124,586 \$	127,864 \$	3,278
14 \$	116,228 \$	120,104 \$	123,980 \$	127,856 \$	131,732 \$	135,608 \$	139,484 \$	143,360 \$	147,236 \$	151,112 \$	3,876
15 \$	136,728 \$	141,283 \$	145,839 \$	150,394 \$	154,950 \$	159,505 \$	164,061 \$	168,616 \$	171,068 \$	174,520 \$	Varies

District of Columbia Government Salary Schedule: Legal Services (Union)

Fiscal Year: 2020 Service Code Definition: Attorneys (includes both OAG and other agencies)

Effective Date: October 13, 2019

Union/Nonunion: Union Affected CBU/Service Code(s): BOA A35

Pay Plan/Schedule: LS (Legal Service)
 Peoplesoft Schedule: LA0002

% Increase: 1.80%

Resolution Number:

Date of Resolution:

Grade	Steps										Between Steps	
	1	2	3	4	5	6	7	8	9	10		
09 \$	58,058	\$ 59,995	\$ 61,932	\$ 63,869	\$ 65,806	\$ 67,743	\$ 69,680	\$ 71,617	\$ 73,554	\$ 75,491	\$	1,937
10 \$	63,945	\$ 66,076	\$ 68,207	\$ 70,338	\$ 72,469	\$ 74,600	\$ 76,731	\$ 78,862	\$ 80,993	\$ 83,124	\$	2,131
11 \$	70,242	\$ 72,588	\$ 74,934	\$ 77,280	\$ 79,626	\$ 81,972	\$ 84,318	\$ 86,664	\$ 89,010	\$ 91,356	\$	2,346
12 \$	84,199	\$ 87,007	\$ 89,815	\$ 92,623	\$ 95,431	\$ 98,239	\$ 101,047	\$ 103,855	\$ 106,663	\$ 109,471	\$	2,808
13 \$	100,133	\$ 103,470	\$ 106,807	\$ 110,144	\$ 113,481	\$ 116,818	\$ 120,155	\$ 123,492	\$ 126,829	\$ 130,166	\$	3,337
14 \$	118,319	\$ 122,265	\$ 126,211	\$ 130,157	\$ 134,103	\$ 138,049	\$ 141,995	\$ 145,941	\$ 149,887	\$ 153,833	\$	3,946
15 \$	139,189	\$ 143,826	\$ 148,464	\$ 153,101	\$ 157,739	\$ 162,376	\$ 167,014	\$ 171,651	\$ 174,147	\$ 177,661	\$	Vanes

COLLECTIVE BARGAINING WORKING CONDITIONS AGREEMENT

BETWEEN

**AMERICAN FEDERATION OF GOVERNMENT
EMPLOYEES, LOCAL 1403,
AFL-CIO,**

AND

THE DISTRICT OF COLUMBIA,

AND

**THE OFFICE OF THE ATTORNEY GENERAL,
THE GOVERNMENT OF THE
DISTRICT OF COLUMBIA**

EFFECTIVE OCTOBER 1, 2017 THROUGH SEPTEMBER 30, 2020

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**ARTICLE 1
RECOGNITION**

Section 1 – Recognition:

A. The American Federation of Government Employees, (AFGE) Local 1403 (Union) is recognized as the sole and exclusive collective bargaining representative of employees in the bargaining unit as defined in Section 2 of this Article.

B. As the sole and exclusive representative, the Union is entitled to act for and to negotiate collective bargaining agreements (CBA) on behalf of all employees in the bargaining unit. The Union shall represent the interests of all employees in the bargaining unit without discrimination as to membership.

C. The Employer shall give the Union an opportunity to be present at any formal meeting between the Employer and one or more employee(s) in the bargaining unit concerning any grievance or general condition of employment of the employee(s) in the bargaining unit. A “formal meeting” refers to any meeting between an employee and any individual in his or her supervisory chain of control that includes at least one (1) other management official or supervisor and at least one (1) Union representative.

Section 2 – Coverage:

A. All Series 905 attorneys employed by the Office of the Attorney General for the District of Columbia (“OAG”), and all attorneys employed by an agency of the District of Columbia Government which is subordinate to the Mayor (“Agency Counsel Office” collectively with OAG referred to herein as “Employer”), except employees excluded under D.C. Official Code § 1-617.09(b). PERB Case No. O1-RC-03; Certification No. 121; PERB Case No. 01014-RC-0301, Certification No. 121, 133 (April 19, 2005).

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

**ARTICLE 2
LABOR-MANAGEMENT RELATIONS**

Section 1-A - Composition and Function of the OAG Labor-Management Committee:

A. The Union and the OAG shall continue the existing OAG Labor-Management Committee (LMC) that will consist of an agreed upon number of Union and OAG representatives.

B. The purpose of the OAG LMC, which shall meet monthly unless canceled in advance by the chairs, is to provide a forum for the exchange of views on working conditions, terms of employment, risk assessment, matters of common interest or other matters, which either party believes will contribute to improvement in the relations between the Union and the Employer within the framework of this Agreement.

C. Performance evaluation appeals, grievances and disciplinary matters shall not be the subject of discussions at these meetings, nor shall the meeting be for any other purpose, which would modify, add to or detract from the provisions of this Agreement. The Committee shall adopt rules for meetings including rules for notices, agendas, times and locations.

Section 1-B -Composition and Function of the MOLC Labor-Management Committee:

- A. The Union and the Mayor's Office of Legal Counsel (MOLC) shall establish a Labor-Management Committee (LMC) that will consist of an agreed upon number of Union and MOLC representatives.
- B. The purpose of the MOLC LMC, which shall meet quarterly, is to provide a forum for the exchange of views on working conditions, terms of employment, risk assessment, matters of common interest or other matters, which either party believes will contribute to improvement in the relations between the Union and the Mayor within the framework of this Agreement.
- C. Performance evaluation appeals, grievances and disciplinary matters shall not be the subject of discussions at these meetings, nor shall the meeting be for any other purpose, which would modify, add to or detract from the provisions of this Agreement. The Committee shall adopt rules for meetings including rules for notices, agendas, times and locations.

Section 2 – Subcommittees:

The parties may mutually agree to establish subcommittees of the LMCs to study problems and conditions.

Section 3 – Union's Right to Request Impact and Effects Bargaining:

Nothing herein shall be construed to limit the Union's right to request impact and effects bargaining over any proposed organizational changes.

Section 5 - Labor-Management Meetings:

- A. In mutual recognition of the parties' joint desire to discuss and resolve matters of concern at the lowest possible level, the Union steward and first-level supervisor, should meet periodically for the purpose of meaningful consultation and communication on the problems and policies of the organization in their working unit, and if appropriate, the steward may meet with supervisors of a higher level. Such meetings between supervisors and stewards shall be on duty time, shall be brief, and shall cover matters of concern between them and appropriate to their relationship.
- B. Appropriate representatives from the Union and Employer shall meet at either party's request to discuss problems concerning the implementation of this Agreement. Each party shall furnish the other with an itemized agenda setting forth the topics of discussion one (1) day before the meeting,

unless otherwise agreed. The parties further agree that items not on the agenda may be raised for discussion, if agreed to by the parties at the meeting.

Section 6 - Organizational Changes:

A. The parties agree that changes to the functions and structure (except changes involving a particular individual as to personnel/supervisory appointments or transfers or space relocations) of the Employer, are a proper matter for consideration by the Labor-Management Committee or relevant subcommittee. The Employer may, in its discretion, solicit the views of the Union on any proposed organizational change at any time, but agrees that it shall provide to the Union President a copy of the final draft of organizational changes that will impact Bargaining Unit Employees. The Union President or his/her designee may request a meeting concerning the proposed changes and the Attorney General and/or the Mayor, as appropriate, or their designees, shall honor any such request. Following these consultations, the Union will be provided a copy of the final plan that has been approved by appropriate officials. If any changes to the plan are made thereafter, the Union shall be provided a copy of such changes.

Section 7 – Risk Assessment:

B. The Union may make recommendations to the Attorney General and/or the Mayor, as appropriate, concerning risk management issues for District legal service employees. The Attorney General and/or the Mayor, as appropriate, or their designees will respond to risk management recommendations within a reasonable period of time after receipt, but in no event later than six months following the transmittal of a written recommendation from the LMC to the Attorney General and/or the Mayor, as appropriate.

**ARTICLE 3
ADMINISTRATION OF LEAVE**

Except as otherwise provided in this Agreement or the corresponding Compensation Agreement, the parties shall adhere to all applicable law and District government rules and regulations in the administration of leave. Annual leave must be requested reasonably in advance except in an emergency (unanticipated event). Employer's decision to grant or deny annual leave shall be made within 72 hours of the request, excluding Saturdays, Sundays, holidays, and any other day that the District government is closed and will be based solely on mission (including coverage) requirements. Except in emergency situations, the Employer shall not consider the reason for the annual leave request in making the leave determination. If requested by the employee, the supervisor shall discuss the reason for the denial of any request, and discuss when the employee will be able to take the requested leave. Requests for annual leave shall be approved when possible.

**ARTICLE 4
ALTERNATIVE WORK SCHEDULES**

Section 1 – Definitions:

A. Except as provided in this Article, the professional workday for full-time employees shall consist of eight (8) hours of work within a 24-hour period. The normal hours of work shall be consecutive except that they may be interrupted by a lunch period.

B. Professional Workweek:

Attorneys work a professional work week on a salaried basis consisting of a minimum of forty (40) hours. The normal workweek for full-time attorneys shall consist of five (5) consecutive days, at least eight (8) hours of work, Monday through Friday. Management may vary the workweek of attorneys in order to meet work load requirements or emergency situations and must provide the employees with at least a two (2) day advance notice, if possible. Attorneys are exempt from the overtime restrictions under the Fair Labor Standards Act. However, in the event an employee is asked to work more than 8 hours per day or 40 hours per week, management will attempt to give as much notice as possible and reasonably consider any request for compensatory time covered elsewhere in this agreement.

Section 2 Fair Labor Standards Act:

Attorneys are excluded from the overtime provisions of the Fair Labor Standards Act (FLSA) and no overtime pay or compensatory time is authorized for work performed unless authorized elsewhere in this Agreement.

Section 3 Flexible/Alternative Work Schedules:

Employer shall maintain, to the extent already in effect, or establish at least the following three Alternative Work Schedules (AWS) for covered employees: (1) a Flexible Work Schedule, (2) a Compressed Work Schedule, and (3) a Flexiplace/Telecommuting Schedule, including Ad Hoc Telecommuting. AWS may be combined, except that a Compressed Work Schedule may only be combined with Ad Hoc Telecommuting. The existing AWS policies of all agencies are hereby incorporated by reference into this Agreement provided that they include the three AWS described in this Section. In the event that any agency does not currently have an AWS policy that includes the three AWS described in this Section, the OAG Office Order # 2015-03 shall apply until such time as the agency establishes its policy. The normal work hours shall be adjusted, consistent with a supervisor's discretion set forth in the applicable Office Order or other governing policy, rule, regulation or law to allow for AWS schedules, with appropriate adjustments in affected leave. In deciding whether to grant an employee's request to use an alternative work schedule, the employee's supervisor shall consider, but is not limited to the following factors:

- A. The demands of the requesting individual's work;
- B. The need to maintain adequate staffing to handle unanticipated matters or cover

matters that are handled by the Office, Unit, Section, or Division, even if that assignment is not assigned to the requesting employee;

- (1) The needs of the work unit, including the need to ensure sufficient staffing levels during core hours and availability of office staff or government officials;
- (2) Whether granting an AWS request results in the denial of annual or sick leave to other members of the Office, Unit, Section, or Division;
- (3) The past performance of the requesting individual;
- (4) Equitable sharing of Office functions;
 - a. Whether work assignments can be performed effectively and efficiently by an employee on the type of AWS being requested;
 - b. Whether the requested AWS places an undue burden on others covered by this Office Order within a particular Unit, Section, or Division; and
 - c. Any other factor that may affect the quality or quantity of work accomplished by the Office, Unit, Section or Division.

Such schedules maybe appropriate where:

1. It is cost effective;
2. It increases employee morale and productivity; or
3. It better serves the needs of the public.

The Union shall be given advance notice when flexible/alternative work schedules are proposed and shall be given the opportunity to consult. A flexible/alternative work schedule shall not affect the existing leave system. Leave will continue to be earned at the same number of hours per pay period as for employees on five (5) day, forty (40) hour schedules and will be charged on an hour-by-hour basis.

Section 4 Flexiplace/Telecommuting:

Supervisors may permit employees to use flexiplace/telecommuting plans. Employees participating in flexiplace/telecommuting plans must be accessible and available during their entire tour of duty and for recall to physically appear in the office. Employees should make every effort to report as soon as possible, generally within 2 hours. Employees are solely responsible for completing assigned work after appropriate management review and shall comply with management's requirements with regard to advance review of drafts prior to a final deadline.

Section 5 Supervisor's Authority:

An attorney's request for AWS shall not be unreasonably denied. An immediate supervisor must provide written justification for the denial of an AWS request. An attorney may seek review of the denial of an alternative work schedule to the manager of his/her immediate supervisor. OAG employees may appeal a manager's denial of his/her AWS request to the Attorney General. Agency employees may appeal a manager's denial of his/her AWS request to the Director of the MOLC. A supervisor may require AWS participants to provide additional information about conformance with their approved tours, such as the use of sign-in sheets, or other time accountability systems or methods.

Section 6 Impact and Effect Bargaining:

The Attorney General shall not change its existing AWS Office Order # 2015-03 without advance notice to the union and an opportunity to engage in impact and effects bargaining. Agencies shall not implement an alternate work schedule policy without advance notice to the union, an opportunity to engage in impact and effects bargaining and an opportunity to make substantive suggestions to any AWS policy before the policy's effective date.

**ARTICLE 5
EMPLOYEE ASSISTANCE PROGRAM**

Section 1 – General:

The parties recognize that alcoholism, drug abuse, and emotional and mental illness are health problems that may affect job performance. To this end, the Employer will, at least annually, make employees aware of the District's Employee Assistance Program (DPM Chapter 20B, Section 2050, EAP) and available services provided under it. The provisions of the DPM govern except as provided below.

Section 2 - Use of Sick Leave:

Employees undergoing a prescribed program of treatment for alcoholism, drug abuse, emotional illness, or mental illness will be allowed to use available sick leave for this purpose on the same basis as any other illness with appropriate documentation of attendance.

**ARTICLE 6
UNION STEWARDS/OFFICAL TIME**

Section 1 - Number of Stewards:

A. The Union may designate, other than the Chief Steward, no more than five (5) stewards, or one (1) steward for every fifty (50) bargaining unit employees, whichever is greater.

B. The Union will endeavor, whenever possible, to limit the number of Union Representatives working in the same division, to a number that will not cause a significant work disruption in that work unit.

Section 2 - Designation of Representatives:

A. Union Officers, Stewards and Other Representatives

1. **Union Officers and Stewards:** The Union agrees to provide the Employer and the Office of Labor Relations and Collective Bargaining (OLRCB) with a written list of its officers and stewards within two (2) workdays after the date this Agreement is executed and within five (5) working days after each general election.
2. **Other Representatives:** The Union will also notify the Employer and OLRCB, in writing, of other Union representatives who may request official time, along with a description of their individual Union assignments.

B. Changes in the list will be submitted to the Employer's designated official(s) at least two (2) workdays prior to the assumption of representational responsibilities by any new officers, stewards or other representatives. If a Union official is not on the list of designated representatives and is needed prior to the two (2) days notice, the Union President shall notify the Employer's designated official(s) by phone and/or e-mail before the official will be recognized. The Employer shall recognize any Union official designated pursuant to this section.

C. The Employer will not recognize any Union official or representative who is not listed as required or for whom notification was not provided in accordance with this section.

D. Except where explicitly provided, this Agreement shall not be interpreted in any manner that interferes with the Union's right to designate representatives of its own choosing on any particular representational matter.

E. The Union will be notified prior to any change in tours of duty of duly appointed Stewards. The Union shall also be notified prior to the organization of tours of duty that would affect the members of the unit.

F. Employer recognizes that the Union may designate employee members, selected or appointed to a Union office or delegated to a Union function and agrees that, upon request, the employee may be granted annual leave or leave without pay for the period of time required to be away from his/her job. Such requests will be submitted as far in advance as possible, but not less than one (1) working day prior to the day the leave is to begin in the event the leave request is eight (8) hours or less, or five (5) working days in advance, in the event the leave request exceeds eight (8) hours. The Union shall be notified of a disapproval of leave in writing together with the Employer's justification. Leave contemplated under this article shall not be denied except for good cause.

Section 3 - Performance Appraisals:

A. No Union representative will be disadvantaged in the assessment of his/her performance based on his/her participation in Union activities and/or use of official time to conduct labor-management business authorized by this Agreement. However, performance problems unrelated to participation in Union activities and/or the use of official time may be addressed in accordance with other relevant provisions of this Agreement.

B. At the beginning of the rating year or when the Union representative is initially appointed, workload and performance expectations will be established that consider the actual use of official time and the impact on performance of the duties of the employee's position. Additionally, the designated supervisor and the Union representative will meet at least quarterly to discuss needed adjustments to workload and representational needs.

Section 4 - Official Time for Representational Activity:

A. Pursuant to the statutory right and responsibility of the Union to represent bargaining unit employees, representatives of the Union will be granted reasonable amounts of official time to investigate, prepare for, and conduct representational functions in accordance with the provisions of this Article as follows. The Union President will be assigned a caseload equal to no greater than 50% of the average caseload of an attorney with his or her grade level and experience in the Division which employs the Union President. The Union Vice President # 1 will be assigned a caseload equal to no greater than 80% of the average caseload of an attorney with his/her grade level and experience in the Division which employs the Union Vice President #1. The Union Vice President # 2 will be assigned a caseload equal to no greater than 85% of the average caseload of an attorney with his/her grade level and experience in the office which employs the Union Vice President #2. The Union represents that Union Vice President # 1 will primarily represent OAG employees and Union Vice President # 2 will primarily represent employees in subordinate agencies. No other Union members or officer will be assigned a reduced caseload. However, other Union members or officers shall be granted reasonable amounts of official time to investigate, prepare for, and conduct representational functions as needed, including necessary travel time. Employer will not be required to grant or approve official time for any Union shop steward, officer or other representative who has not complied with the Employer notification requirements of Section 2 of this Article.

B. For the purpose of this Article, "representational functions" means those authorized activities undertaken by employees on behalf of other employees or the Union pursuant to representational rights under the terms of this Agreement and District of Columbia law. Examples of activities for which reasonable amounts of official time will be authorized include:

- (1) collective bargaining negotiations;
- (2) discussions with Employer representatives concerning personnel policies, practices, and matters affecting working conditions;
- (3) any proceeding in which the Union is representing an employee or the Union pursuant to its obligations under this Agreement;

- (4) grievance meetings and arbitration hearings;
- (5) a disciplinary or adverse action oral reply meeting, if the Union is designated as representative of the employee;
- (6) any meetings for the purpose of presenting replies to the proposed termination of probationers, if the Union is designated as representative of the employee;
- (7) any meeting for the purpose of presenting reconsideration replies in connection with the denial of within-grade increases, if the Union is designated as representative of the employee;
- (8) attendance at an examination of an employee who reasonably believes he or she may be the subject of a disciplinary or adverse action;
- (9) informal consultation meetings between the Employer and the Union;
- (10) conferring with affected employees about matters for which remedial relief is available under the terms of this Agreement;
- (11) attendance at meetings of committees on which Union representatives are authorized members by the Employer or this Agreement;
- (12) attendance at labor-management committee meetings or other joint labor-management cooperative efforts;
- (13) attendance at Employer recognized or sponsored activities to which the Union has been invited;
- (14) attendance at public hearings of the District of Columbia City Council or other legislative/administrative bodies of the District or federal government relating to matters that affect either the Employer or labor relations/labor matters in the District of Columbia that impact or may impact the Union;
- (15) necessary travel to any of the activities listed above;
- (16) training related to the representational functions of Union officials and stewards which the parties agree is to their mutual benefit and for which management is given notice and provided with an agenda and course description; and
- (17) new employee orientation meetings.

C. Official time shall not include time spent on internal Union business, including, but not limited to:

- (1) Attending Local, Regional, or National Union meetings;
- (2) Soliciting members;
- (3) Collecting dues;

- (4) Posting notices of Union meetings; administering elections;
- (5) Preparing and distributing internal Union newsletters or other such internal documents; and,
- (6) Internal Union strategy sessions, except for representational functions.

Section 5 - Requesting Official Time:

- A. All use of official time by any Union officer, official, steward or other representative must be recorded on the Employer-approved Official Time Report Form and submitted on a monthly basis to Employer's designee.
- B. Official time for Union representatives should be requested on the approved "Official Time Report" form. The Union representative will request authorization for official time from his or her supervisor in advance and as is consistent with workload requirements except when circumstances do not allow for advance approval (e.g., unscheduled meetings called by management where the Union's attendance is requested; or representation of employees in investigatory interviews; or circumstances where the employee might be subject to discipline). Failure to properly request and obtain approval of official time may result in disciplinary action depending on the circumstances.
- C. All advance requests for official time are understood to be estimates.
- D. If a request for official time is denied, the manager or supervisor refusing such permission shall give the reasons for refusal in writing to the individual who was so denied, if the individual involved makes such a request.
- E. Employee Union representatives, except the Union President, in light of his 50% reduced caseload, Vice President #1, in light of his or her 20% reduced caseload, and Vice President #2, in light of his or her 15% reduced caseload, will complete the "Official Time Report" form (attached to this Agreement as Exhibit "A") provided by the Employer to accurately depict the actual official time used in a timely manner each pay period.
- F. Management shall not prevent Union representatives from representing employees at reasonable times consistent with the provisions of this Agreement. The Union and employees recognize that workload and scheduling considerations will not always allow for the immediate release of employees from their assignments. However, the Employer agrees that such permission for release shall not be unreasonably delayed or denied. Workload needs will be balanced with official time needs prior to approval based on the following standard: official time requests shall be granted unless they hinder the accomplishment of essential workload requirements that cannot otherwise be accommodated.
- G. All affected employees (e.g., grievants, representatives, witnesses, and appellants) whose presence has been determined to be necessary, by either the Union or the Employer, as the case may be, at relevant proceedings (including hearings, meetings, arbitrations, oral replies, or other labor-management business) will receive necessary official/duty time to participate in and travel to and from the proceedings.

Section 6:

A. The parties agree that Union officials and stewards are entitled to take a reasonable amount of official time and the officials and stewards requesting/using official time shall be treated with civility and shall not be discriminated against because they participate in Union activities and/or take official time. Likewise, Union officials and stewards shall treat supervisors with civility in regard to their supervisors need to have information about the amount and type of official time being requested so that the supervisor can effectively manage their personnel and allotted workload. The parties agree that there is a need for flexibility to enable managers to effectuate the mission of the government and, at the same time, to enable Union officials and stewards of the bargaining unit to take care of Union business expeditiously.

B. In cases of alleged abuse of official time by the Union, or alleged improper restriction of official time or discrimination by the Employer, the parties shall endeavor to resolve the matter at the lowest possible level. If efforts to resolve the matter between the first line supervisor and the Union official or representative fail, then the party alleging the abuse or improper restriction shall bring the matter to the attention of the appropriate management and Union representatives. If the matter is not resolved then either party may seek assistance from the D.C. Office of Labor Relations and Collective Bargaining.

Section 7:

The parties shall conduct separate training concerning use of official time for members and managers and supervisors.

**ARTICLE 7
UNION USE OF EMPLOYER FACILITIES AND SERVICES**

Section 1:

Upon request, the Union may have access to meeting space by following established Employer procedures. Except as provided elsewhere in this Agreement, the Union shall attempt to hold meetings during the non-work time of employees attending the meetings. The Union will be responsible for maintaining decorum at meetings on the Employer's premises and for restoring the space to the same condition to which it existed prior to the meetings.

Section 2:

Employer manpower, office space, and supplies, except as otherwise provided in this Agreement, shall not be used in support of internal Union business.

Section 3:

The Employer may provide appropriate office space with a locking door for the Union. Assigned Union office space will remain in use unless or until the Employer needs the use of the assigned space. In this event, management will notify the Union sixty (60) days in advance. Other approximately equivalent or mutually agreeable space will be made available at least

fifteen (15) business days prior to the time the Union is required to vacate the present office.

Section 4:

The Employer will make available to the Union at a minimum two (2) locking file cabinets, one (1) desk, and three (3) chairs.

Section 5:

The Union shall limit its posting of notices and bulletins to Union-designated bulletin boards, and each such posting shall be authorized and initialed by a Union officer or steward. A courtesy copy of all materials to be posted pursuant to this article will be provided to the Attorney General and/or Mayor, as appropriate, or their designees at the time of posting. Each bulletin board shall have the following notice posted in a prominent place:

This bulletin board is for the exclusive use of AFGE Local 1403 and its membership. Matters posted on the board are not intended to reflect the official views of the DC Government or the Employer unless issued by them.

Section 6:

The contents of the notices posted on the bulletin board shall be at the discretion of the Union, except that the Attorney General and/or Mayor, as appropriate, or their designees may request the removal of language or material that it believes is defamatory or discriminatory. With notice to the Union, Employer may remove language or material that is defamatory or discriminatory.

Section 7:

Union officers and representatives, and other unit members who serve in any capacity on behalf of the Union, may use their regular workstations including telephones, computers, and e-mails to communicate with bargaining unit employees in connection with their representational functions; provided however, such activity shall not interfere with the effective operation of the Government's business. Employer shall not monitor Union telephone or email activity or content related to representational functions. All communication regarding terms and conditions of employment shall be in accordance with the Code of Conduct applicable to District Government employees as defined in the Government Ethics Act (D.C. Law 19-124, D.C. Official Code § 1-1161.01 *et seq.*). Communications, including broadcast emails, will not contain statements that reflect on or attack the integrity or motives of individuals, the Office of the Attorney General, the Mayor, or other agencies of the District Government. Communications will clearly identify the Union official responsible for its content.

**ARTICLE 8
PERSONNEL FILES**

Section 1 - Official Files – Definition and Right to Examine:

Employees and/or their authorized representatives shall be permitted to examine all contents of the employee's personnel files, including without limitation the Official Personnel File ("OPF"), whether maintained by the Employer, DCHR or elsewhere, upon request.

Section 2 - Right to Respond:

Each Employee shall have the right to answer any material filed in his/her personnel files and his/her answer shall be attached to the material to which it relates. Unless prohibited by law or regulation, in the case of complaints made orally that are reduced to writing and placed in an personnel file, Employees shall be informed of the person making the complaint; the substance of the complaint, and the date the complaint was made and may respond as provided for in this section.

Section 3 - Right to Copy:

An employee and/or their authorized representatives will be permitted to copy any material in all personnel files, including without limitation the OPF, for that employee maintained by the Employer.

Section 4 - Access by Union:

Upon presentation of written authorization by an employee, the Union representative may examine all of the employee's personnel files, including without limitation the OPF, and obtain copies of the material free of charge.

Section 5 – Employee to Receive Copies:

As consistent with applicable law, the employee shall receive a copy of all material placed in his/her OPF and all personnel related materials, including electronic data, upon request.

**ARTICLE 9
JOB DESCRIPTIONS**

Each employee within the unit shall receive a copy of his/her current job description upon request. When an employee's job description is changed, the employee and the Union shall be provided a copy of the new job description. When there is a material change in job duties, the employee shall be given advance notice of the change.

**ARTICLE 10
LATE ARRIVAL/EARLY DISMISSAL**

Section 1 -- Late Arrival:

Employees shall be permitted to arrive late at work without charge to leave during inclement weather or during other extraordinary circumstances where the District government has authorized a late arrival for all non-essential employees, consistent with the authorization. All employees shall be considered non-essential for purposes of this Article unless they have been previously notified of their essential status.

Section 2 -- Early Dismissal:

A. Whenever the Attorney General, the Mayor, designated agency head, or an authorized official authorizes the early dismissal of District government employees, all employees (except those who have been designated in advance as essential employees consistent with the applicable laws and regulations and those who have been notified by their supervisor that because of specific pressing work requirements that they may not leave work early) shall be permitted to leave their duty stations consistent with the early dismissal authorization. The Attorney General and/or Mayor (or their designees) shall make every reasonable effort to ensure that employees are notified timely of the early dismissal or other leave policy during extraordinary circumstances. In addition, managers and supervisors shall make every reasonable attempt to ensure that employees who they manage or supervise are notified of the early dismissal authorization.

B. Notice shall be provided to employees whose work assignments do not permit them to leave work early regardless of the general early release authorization.

Section 3 -- Employees on leave during the late arrival/early dismissal period:

An employee who previously requested and was granted leave during the authorized late arrival and/or early dismissal hours shall not be charged leave for the period requested that coincides with the authorized late arrival and/or early dismissal hours.

**ARTICLE 11
STRIKES AND LOCKOUTS**

In accordance with applicable law, it shall be unlawful for any District Government employee or the Union to authorize, ratify or participate in a strike against the District. The term strike as used herein means any unauthorized concerted work stoppage or slowdown. No lockout of employees shall be instituted by the Employer during the term of this Agreement except that the Employer in a strike situation retains the right to close down any facilities to provide for the safety of employees, equipment or the public.

**ARTICLE 12
CONTRACTING OUT/PRIVATIZATION**

Employer recognizes the Union's desire to retain all work regularly performed for the Employer, and the Union recognizes the Employer's need to maintain an efficient workplace; therefore, Employer will use its best efforts to continue to use bargaining unit employees and not subcontract work that has been traditionally and regularly performed by its employees. Decisions regarding contracting out are areas of discretion of the Employer. The impact and implementation of contracting out upon bargaining unit employees is a mandatory subject of bargaining. The Employer must notify the Union at least thirty (30) days in advance of any contracting out actions. The Union shall have full opportunity to make its recommendations known to the Employer who will duly consider the Union's position and give reasons in writing to the Union for any contracting out action. The Employer shall consult with the Union to determine if the needs of the Government may be met by means other than contracting out work traditionally performed by bargaining unit employees. The Employer shall minimize displacement actions by reassigning or retraining affected employees in order to retain bargaining unit employees consistent with available budget and applicable laws and regulations.

**ARTICLE 13
UNION RIGHTS AND SECURITY**

Section 1 – Exclusive Agent:

The Union shall be the exclusive collective bargaining representative of bargaining unit employees.

Section 2 – Access to Employees:

Representatives of the Union shall have access to individual employees, either new or rehired, in its bargaining unit to explain Union membership, services and programs. Such access shall be voluntary for new and rehired employees and shall occur during the formal orientation session. The Union shall have the opportunity to provide a fifteen (15) minute presentation as a part of the orientation programs for the Employer.

Section 3 – Dues Check Off:

Pursuant to D.C. Official Code § 1-617.07 (2012 Repl.), the Employer shall deduct dues from the bi-weekly salaries of those employees who authorize the deduction of said dues. The Union shall be solely responsible for notifying employees, prior to obtaining their authorization, that they have certain constitutional rights under *Chicago Teachers Union Local No. 1 v. Hudson*, 475 U.S. 292 (1986) and related cases. The employee must complete and sign an authorized dues deduction form to authorize the withholding. Employer will promptly process dues deduction forms.

Section 4 – Annual Notification of Annual Dues Amount:

The amount to be deducted shall be certified to the Office of Labor Relations and Collective Bargaining (OLRCB) annually in writing by the appropriate official of the Union. The employee's authorization shall be forwarded to the OLRCB. It is the responsibility of the employee and the Union to bring errors or changes in status to the attention of the Employer. Corrections or changes shall be made at the earliest opportunity after notification is received but in no case will changes be made retroactively, unless the Employer fails to deduct dues due to the Employer's action or inaction. This provision shall supersede any other dues deduction agreement in effect prior to the effective date of this Agreement.

Section 5 – Service Fees:

In keeping with the principle that employees who benefit by the Agreement should share in the cost of its administration, the Union shall require that employees who do not pay Union dues to pay an amount (not to exceed Union dues) that represents the cost of negotiation and/or representation. Such service fee deductions shall be allowed when the Union presents evidence that at least fifty-one percent (51%) of the employees in the unit are members of the Union.

Section 6 – Cost of Processing:

Union dues and/or service fees shall be transmitted to the Union, minus a fee of \$.15 per deduction (dues or service fee) per pay period, payable to the OLRCB or the Office of the Attorney General, as the case may be, for the administrative expenses associated with the collection of said dues pursuant to executed dues check off authorizations.

Section 7 – Hold Harmless:

The Union shall indemnify, defend and hold the Employer harmless against any and all claims, demands and other forms of liability that may arise from the operation of this Article. In any case in which a judgment is entered against the Employer as a result of the deduction of dues or other fees, the amount held to be improperly deducted from an employee's pay and actually transferred to the Union by the Employer shall be returned to the Employer or conveyed by the Union to the employee(s) as appropriate.

Section 8:

Payment of dues or service fees shall not be a condition of employment.

Section 9:

When a service fee is not in effect, the Union may require that an employee who does not pay dues or service fees to pay reasonable costs incurred by the Union in representing such employee in grievances, adverse actions or appeal proceedings within the provisions of the CMPA, provided the Union gives advance notice of said costs to the employee.

Section 10:

The terms and conditions of this Agreement shall apply to all employees in the bargaining unit without regard to Union membership.

**ARTICLE 14
TERM EMPLOYEES**

Section 1:

A. Term employees in the bargaining unit shall be given not less than two (2) pay periods notice of the termination of their appointment.

B. Term bargaining unit employees shall be fully informed in their offer letter prior to their entrance on duty that the offer of employment is a term position. Term employees shall be provided a copy of their official position description.

C. To the extent not inconsistent with District or Federal law and regulations, the Employer shall use its best efforts, to convert term bargaining unit employees ("NTE employees") to permanent ("FTE") status by the end of each fiscal year if (1) the employee is in a pay status on September 30, 2017, and at the start of each successive fiscal year; (2) Council appropriates sufficient funding that may be utilized for the conversion of attorney term employment into permanent employment; (3) the employee performs services for which the Employer has a continuous need; and (4) the employee has both served for at least one year and performed at a meets expectations level, or the equivalent, for the most recent evaluation rating period. If a term employee is separated by management for any reason, other than project termination or budgetary reasons, and management previously extended the employee's term for 13 months, so that the employee is separated at the end of his or her second term, the employee shall have an opportunity to challenge his or her separation to the same extent as permanent unit employees.

D. By December 1st of each year, Employer must provide the Union with the names of all unit term employees, the reason why their positions are term positions, and the names of all unit employees who have been converted to FTE status.

Section 2 – Priority Conversion of NTE Employees to FTE Status:

When management determines to fill a FTE vacancy in a legal services section, the most senior qualified NTE employee with substantially similar, or greater, experience to the vacant position in that section, providing that the employee has a satisfactory performance appraisal and more than 24 months continuous employment, must be offered the FTE position.

ARTICLE 15 DISCRIMINATION

Section 1 – General Provisions:

A. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code 2-1401 et seq. (2012 Repl.), the Employer shall not discriminate against any Employee because of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, disability, gender identity or expression or genetic information.

B. Employer and the Union agree to cooperate to provide equal opportunity for employment and promotion to all qualified persons, to cooperate in ending discrimination, and to promote the full realization of equal employment opportunity through a positive and continuing effort. To this end, EEO concerns may be filed with OAG's or the Mayor's EEO Director, as applicable and in accordance with OAG's Equal Employment Opportunity Office Order currently in effect, as amended, or any substantively similar Mayoral policy or directive, respectively and as the case may be. . At the request of either the Union or Employer, the appropriate EEO Director shall consider any employment practice or policy that allegedly has an adverse impact on members of any protected group.

Section 2 - Equal Employment Practices:

The Employer shall continue implementation of any applicable Equal Employment Opportunity Policy and any applicable Affirmative Action Plan in accordance with existing law on affirmative action. The respective Affirmative Action Plans will be developed in accordance with Federal and D.C. Office of Human Rights guidelines. The Union may provide nonbinding input on the development of the Affirmative Action Plans through OAG's or the Mayor's EEO Director, as applicable. The Employer shall provide the Union a copy of the Affirmative Action Plans, when developed by the Employer.

Section 3 – Sexual Harassment:

A. All Employees must be allowed to work in an environment free from sexual harassment. Therefore, the Union and Employer agree to identify and work to eliminate such occurrences in accordance with any applicable District sexual harassment policy as amended or any subsequent policy developed.

B. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Section 4 – Union Activity:

The Employer shall not in any way discriminate against any employee because of his/her membership or affiliation in or with the Union or service in any capacity on behalf of the Union. Each employee has the right, freely and without fear of penalty or reprisal:

- A. To form, join and assist in labor organization or to refrain from this activity;
- B. To engage in collective bargaining concerning terms and conditions of employment, as may be appropriate under the law, rules and regulations through a duly designated representative; and
- C. To be protected in the exercise of these rights.

Section 5 – Discrimination Charges and Election:

A. An employee may raise a complaint of discrimination under applicable law (to the Mayor's or OAG's EEO Director through the administrative complaint process, the Office of Human Rights, the Equal Employment Opportunity Commission, local or federal courts). In consideration for the benefits of arbitration, each employee must sign the attached waiver acknowledging voluntary waiver of his/her federal statutory rights, including his/her rights under Title VII as a condition precedent to submission of his/her discrimination complaint to the grievance process. If an employee elects not to voluntarily waive his/her rights, the employee cannot submit his/her discrimination claim through the grievance process. Grievances must be filed within thirty (30) days of the date that the employee knew or should have known of the conduct being grieved. An employee shall be deemed to have exercised this option when the matter that gives rise to the allegation of discrimination is made the subject of a timely filed grievance or an informal EEO complaint, whichever event (filing) occurs first.

B. The Union and Employer shall agree on a panel of arbitrators who shall have at least five years of experience in employment discrimination law to hear such grievances at the arbitration level of review.

C. A party may appeal an arbitrator's award to the Public Employee Relations Board (PERB). If PERB fails to either exercise jurisdiction or fails to take any step to move the matter forward within 180 days, the complainant shall remove and file the matter with D.C. Office of Human Rights for *de novo* review.

D. A complainant has the right to be accompanied, represented, and advised by a representative of her/his choosing at any stage of the complaint process, except where there is a conflict of interest or position. No party (including the Employee or the Union) is entitled to attorney fees or costs at any level of review for any grievance filed under this Article.

E. The Employer shall notify the Union of all remedial or corrective actions that impact on bargaining unit employees to be taken as the result of informal or formal resolution of EEO complaints.

FORM TO BE COMPLETED BY EMPLOYEES WHO DECIDE TO FILE A GRIEVANCE
OVER A DISCRIMINATION CHARGE

I, _____, acknowledge that I have decided to submit my employment discrimination charge through the grievance procedure. In consideration of arbitration, I will forego and waive my rights to file a separate claim under the discrimination statutes, including Title VII, in accordance with applicable law governing such elections. *See Alexander v. Denver-Gardner*, 415 U.S. 36 (1974).

Dated:

EMPLOYEE'S NAME

**ARTICLE 16
SAFETY AND HEALTH**

Section 1 - Working Conditions:

A. The Employer shall provide and maintain safe working conditions for all employees. It is understood that the District may exceed standards established by regulations consistent with the objectives set by law. The Union will cooperate in these efforts by encouraging its members to work in a safe manner and to obey established safety practices and regulations.

B. Matters involving safety and health will be governed by the D.C. Occupational Safety and Health Plan in accordance with the Comprehensive Merit Personnel Act (D.C. Official Code section 1-620.01 et seq., as amended (2012 Repl.)).

Section 2 - Corrective Actions:

A. If an employee observes a condition that he or she reasonably believes to be unsafe, the employee shall report the condition to the immediate supervisor and the OAG Risk Manager Specialist or the Risk Manager for the District agency, as applicable.

B. If the supervisor determines that a condition constitutes an immediate hazard to the health and safety of the employee, the supervisor shall take immediate precautions to protect the employee and contact the appropriate Risk Manager Specialist, as necessary. If the supervisor does not agree that the condition constitutes an immediate hazard to the health and safety of the employee, the employee may immediately refer the matter to the next level supervisor or designee. The supervisor or designee shall meet as soon as possible with the employee and his/her Union representative to make a determination of final actions to be taken, if any.

C. Employees shall be protected against penalty or reprisal for reporting an unsafe or unhealthful working condition or practice, or assisting in the investigation of such condition or practice.

Section 3 - First Aid Kits and Defibrillators:

A. Employer shall make first-aid kits reasonably available for the use of all employees in case of on the job injuries.

B. The need for additional first-aid kits is an appropriate issue for the Risk Assessment and Control Committee recommendation. Recommendations of the Risk Assessment and Control Committee will be referred to the Attorney General and/or the Mayor, or their designees.

C. Employer shall provide accessible defibrillators meeting the applicable standard of care where employees in the District legal service occupy office space.

D. Employees who have been identified by the Risk Management Specialist as having been exposed to a toxic substance (including, but not limited to asbestos) in sufficient quantity or duration to meet District Government risk standards shall receive appropriate health screening. In the absence of District Government risk standards, the OAG Risk Manager or the Risk Manager for the District agency, as applicable, will refer to standards established by other appropriate authorities such as OSHA, NIOSH or the EPA.

Section 4 - Excessive Temperatures in Buildings:

Employees, other than those determined by the Employer to be essential, shall be released from duty or reassigned to other duties of a similar nature at a suitably temperate site because of excessively hot or cold conditions in a building. The Employer shall make this determination as expeditiously as possible. In lieu of dismissal, the Employer may authorize employees affected

by excessive temperature conditions to telecommute until the condition abates. Administrative leave shall be granted if authorized by the Mayor, the Attorney General, or their designees.

Section 5 – Maintenance of Health Records:

Medical records of employees shall be maintained in accordance with the applicable provisions of law. Medical records shall not be disclosed to anyone except in compliance with applicable laws, rules and regulations relating to the disclosure of information. Copies of rules relating to medical records and information shall be made available to the Union.

**ARTICLE 17
INFORMATIONAL REPORTS ON EMPLOYEES**

Upon request, and at least annually by December 31st of each year, Employer shall provide the Union a list of bargaining unit members that includes the name, grade, step, title, hire date, organizational unit, assignment, location, contact information (including work address, telephone number and fax number) and bargaining unit status of each bargaining unit employee. The Employer shall maintain the Union on the regular distribution list for the New Hires and Resignations Report, which shall be updated at least quarterly. The Employer shall include the Union status on the New Hires and Resignations Report provided to the Union.

**ARTICLE 18
FITNESS FOR DUTY**

The Employer agrees to comply with applicable District law and controlling regulations concerning fitness for duty.

**ARTICLE 19
REQUESTS FOR INFORMATION**

Consistent with law and upon request of the Union, the Employer shall provide relevant information that the Union needs to perform its duties in grievance processing and collective bargaining negotiations.

**ARTICLE 20
EMPLOYEE USE OF INFORMATION TECHNOLOGY**

Section 1 – New Technology:

Whenever the Employer proposes to acquire or implement equipment or technological changes that may adversely impact employees in the bargaining unit, the Employer shall notify the Union and, when requested, bargain over any adverse effect. Appropriate training for affected employees that will enable

them to maintain their present job status shall be among the principal considerations as part of such bargaining. The Employer shall provide training for affected employees to acquire and maintain the skills and knowledge necessary for new equipment or procedures. The training shall be held during working hours. The Employer shall bear the expense of the training. The Employer shall provide training for employees who had previously not been required to use existing technology but who are then required to do so.

Section 2 – Electronic Mail Use:

The parties acknowledge that D.C. Government-provided electronic mail (email) services are to be used for internal and external communications that serve legitimate government functions and purposes. Employees are expected to be familiar with the D.C. Government's Email User Policy. The parties agree that employees are allowed to use email on a limited basis for personal purposes, but such use should be limited to non-work time and should not interfere with the performance of the employee's duties, nor used to conduct outside employment or for discriminatory or harassing purposes or exchange of pornographic, discriminatory or harassing material.

Section 3 – Internet Access and Use:

The parties agree that Internet access through the Employer is considered D.C. Government property and must be used for the program needs of the OAG and the District of Columbia. Employees are expected to be familiar with the D.C. Government's Internet Access and Use Policy. The parties agree that employees are allowed to use the Internet on a limited basis for personal purposes, but that such use should not interfere with the performance of the employee's duties. Employees are expressly prohibited from visiting websites to conduct outside employment or that contain discriminatory, pornographic, bandwidth-consuming, or harassing material.

Section 4 – Telephone Use:

The Employer and Union agree that D.C. Government telephones must be used primarily in support of D.C. Government programs. The parties acknowledge that employees are permitted to use telephones on an occasional and selective basis for personal purposes. Such use is a privilege and not a right and may not be abused for the conduct of outside employment during the scheduled tour of duty of the employee or for discriminatory, pornographic, or harassing purposes.

Section 5 – Privacy:

Except as provided generally under current, written, and published D.C. Government policies, the Office of the Attorney General shall not monitor employee email, telephone, or internet use, unless it has good cause to believe that an employee has violated this Article or any applicable law or regulation. The Employer will share with the Union notices of any changes or modifications to said policies that it receives.

ARTICLE 21 TRAINING

Section 1 - New Employee Orientation:

Employer will provide each new employee with an orientation and will notify the Union, in advance, of any such orientation. The orientation shall include a fifteen (15) minute presentation by the Union regarding Union membership.

Section 2 - Continued Training Opportunities:

The Employer and Union mutually agree that the legal services provided by attorneys employed by OAG and other District agencies that employ District legal service attorneys will be enhanced by the opportunity for attorneys to engage in continuing legal education that is relevant to their work. The Employer shall encourage and assist Employees in obtaining career-related training and education both inside and outside the OAG and other District agencies that employ District legal service attorneys by collecting and posting current information available on training and educational opportunities. The Employer shall inform Employees of time or expense assistance the Employer may be able to provide. Continued training shall be provided and approved within budgetary constraints. The Employer will use its best efforts to provide a variety of appropriate continuing legal education opportunities, including ongoing access to online training opportunities and legal ethics training opportunities, throughout each year at no cost to employees to enable employees to meet their continuing legal education requirements under the Legal Service Act.

Section 3 - Requests for Continued Training:

The Employer may consider requests for continued training of Employees and may provide time or expense assistance to Employees. Continued training opportunities shall be afforded Employees on a fair and impartial basis to the maximum extent possible. Employees shall be promptly informed of a denial of a training request together with the reason for the denial. The parties agree that the program needs of the Employer are paramount in providing training to Bargaining Unit Employees.

ARTICLE 22 EMPLOYEE RIGHTS

Section 1 – Respect in the Workplace:

It is the intent of the Mayor, the Attorney General, and the Union that all employees both within the bargaining unit and outside shall be treated with fairness and dignity.

Section 2 - Employee Rights:

A. All Union employees have the right, and shall be protected in the free exercise of that right without fear of penalty or reprisal:

- (1) to organize a labor organization free from interference, restraint, or coercion;
- (2) to form, join, or assist any labor organization;
- (3) to bargain collectively through representatives of their own choosing; and
- (4) to refrain from any or all such activities under subsections (1), (2), and (3) of this subsection, except to the extent that such right may be affected by an agreement requiring membership in a labor organization as a condition of employment as authorized in D.C. Official Code § 1-617.11 (2012 Supp.) (“Employee Rights”).

B. Employee Rights shall extend to participation in the management of the Union and acting for it in the capacity of a Union representative, including representation of its views to the officials of the Mayor, the Attorney General, D.C. Council and Congress.

Section 3 - Employee Grievances:

An individual employee may present a grievance at any time to the Employer without the intervention of the Union; provided, however, that the Union is afforded at least forty-eight (48) hours advance notice by the Employer to be present and to offer its view when requested by an employee at any meeting held to resolve the grievance. Any employee or group of employees who present a personal grievance to the Employer may not do so under the name, or by representation, of the Union. Resolutions of grievance must be consistent with the terms of this Agreement.

Section 4 – Conflicts of Interest:

This Agreement does not authorize participation in the management of or acting as a representative of a labor organization by any employee if the participation or activity would result in a conflict of interest, a breach of legal ethics, or otherwise be incompatible with applicable law or with the official duties of the employee.

Section 5 - Campaigns or Drives - Solicitation of Employees in the Bargaining Unit:

A. Definition: For the purpose of this Article, solicitation of employees in the bargaining unit means OAG or District government approved solicitations which have been announced in generally published OAG or D.C. government directives.

B. Participation: Contributions from employees in the bargaining unit and participation by employees in the unit to solicit contributions shall be voluntary. There shall be no discrimination against

any employee in the unit for non-participation or for any level of contributions. An employee in the bargaining unit may be requested to volunteer or solicit for contributions. Absent a volunteer, management will request the Union to assist in providing the needed volunteer. Consistent with District government ethics rules, regulations and law, no management or supervisory employee shall participate in any direct solicitation of employees in the bargaining unit who are under his/her supervision except for occasional office functions.

ARTICLE 23 SABBATICAL/EXTENDED LEAVE

It is management policy to allow attorneys to apply for an extended time away from work for community service, education, travel or other outside interests in a non-pay status. To be eligible for a sabbatical, an attorney must have both: 1) been employed within the District legal service for seven years, and 2) received a performance evaluation of at least Successful, or an equivalent rating, in every category for the rating period which immediately precedes the application for sabbatical/extended leave. An attorney who receives a Needs Improvement or a Fails Expectation, or an equivalent rating, in any category is ineligible. At any time after completion of the attorney's seventh anniversary with the District legal service and each successive seven years after return from a sabbatical, the attorney may request up to one (1) year of leave as sabbatical. Attorneys who elect to take a sabbatical will return to a comparable position with the OAG or the District agency in which they worked prior to the sabbatical.

Section 1 – Process:

Application for sabbatical should be submitted to the attorney's immediate supervisor no later than 120 days before the proposed leave is to commence. The immediate supervisor shall review each application and send a recommendation to approve or disapprove the request to the Attorney General or agency director within 30 days of the submission of the request.

Section 2 – Supervisor's Authority:

Sabbaticals may be taken for any purpose. However, the reason for the request may be taken into consideration by the employee's supervisor in determining whether to approve the request. Final decision on request for sabbatical is in the sole discretion of the Mayor or Attorney General, as applicable, who, in his/her discretion, may set limits on the number of attorneys who shall be approved for a sabbatical in any one year. If an employee asks for the reason for the denial, a supervisor must provide a written justification for the denial. The denial of an application for sabbatical/extended leave is not grievable.

Section 3 – Potential Loss of Benefits and Insurance Premiums:

Attorneys understand that an extended leave of absence in a non-pay status may impact his or her retirement and other benefits with the District of Columbia. Attorneys also understand that they are required to pay their portion of any insurance premiums while in a non-pay status. Attorneys shall inform themselves of the District of Columbia rules and regulations applicable to

an extended leave of absence in a non -pay status before submitting the request for sabbatical. Under no circumstances is the management required to allow attorneys to use leave intermittently to avoid the loss of benefits while the attorney is on sabbatical.

ARTICLE 24 REASSIGNMENTS, PROMOTIONS, DETAILS

Section 1 – Promotions:

The criteria and selection process for line attorney promotions are contained in OAG Office Order number 2007-36, entitled Promotion Policy for Legal Service Attorneys in the Office of the Attorney General. The terms of this policy are incorporated by reference into this Agreement, except as otherwise provided herein.

Section 2 - Promotion Priority Process:

Notwithstanding any other provision in this Agreement or in promotion policies and office orders, an attorney who is rated qualified for a promotion and assigned a promotion ranking number but not promoted in the rating period for which he or she is first qualified shall be promoted in rank order before attorneys who are later qualified for promotion, unless the Employer can demonstrate that a substantial reason exists for deviating from this provision.

Section 3 - The Promotions Ranking Committee:

A. The Promotions Ranking Committee (PRC) shall be comprised of Employer representatives (i) from each division in OAG or (ii) selected by the Mayor's Office of Legal Counsel for each subordinate agency. The PRC will rank all promotion candidates office-wide in accordance with procedures outlined in the Office Order establishing the PRC. The PRC shall be governed by the specific provisions set forth in applicable District of Columbia laws and regulations.

B. Management will provide a copy of the current list and it shall provide an updated copy as changes are made.

Section 4 – Grievance on Failure to Comply with Process:

Attorneys may not grieve a failure to obtain a promotion or failure to appear on a list of candidates recommended for promotion. The decision on whether to grant a promotion is within the sole and unreviewable discretion of the Attorney General or agency head, as applicable. However, attorneys may grieve management's alleged failure to comply with the process outlined in Office Order number 2007-36, later orders or section 2 above.

Section 5 – Filling Vacancies:

A. Whenever an attorney vacancy exists within OAG or at a subordinate agency, other than a temporary opening, in any existing job classification or as the result of the development or establishment of a new job classification, Employer shall provide a copy to the Union which shall post such vacancy notice on all Union bulletin boards. The Employer shall also post the announcement electronically through the use of agency-wide e-mail no later than ten (10) working days prior to the closing date. A copy of the notices of job openings will be provided to the appropriate Union Steward at the time of posting.

B. During this period, employees who wish to apply for the position, including employees on layoff, may do so. The application shall be in writing, and may be submitted by electronic mail, any official District online application system or in person to the appropriate Personnel Office.

Section 6 - Job Qualifications:

Management has the right to determine job qualifications. Where the Employer has considered the recommendations of the PRC and has determined that two or more employees/applicants for a position are equally qualified to perform the duties of the position, the selection shall be made by the Employer from the designated qualified candidates. The Employer may also reject all candidates on the list and may request a new list.

Section 7 - Additional Duties:

Issues involving changed or additional duties assigned to an employee, within his/her present position, shall be considered in accordance with District government position classification guidelines set forth in the District Personnel Manual and any other applicable District of Columbia law.

**ARTICLE 25
TIMELY RECEIPT OF CORRECT PAY AND EXPENSE REIMBURSEMENTS**

Section 1 - Tardy or Non-Receipt of Pay:

A. Employer shall use its best efforts to take all action necessary to correct tardy receipts or non-receipts of employee paychecks due to electronic, delivery, or other pay errors within its control.

B. Employer shall use its best efforts to take all action necessary to assist in correcting tardy receipts or non-receipts of employee paychecks due to electronic, delivery, or other pay errors when the specific error or needed correction is not within its control.

Section 2 - Pay Errors:

Employer shall expeditiously use its best efforts to take all action necessary to correct all other paycheck errors including those concerning benefits, sick leave, annual leave and various deductions. In any event, the Employer shall correct all pay errors no later than two (2) weeks following the identification of the error by the employee or the Employer. In the event that pay errors continue to exist more than two pay period after employee provides notice to the appropriate Employer representative and the delay results due to no fault of employee, employee shall receive four (4) hours of administrative leave.

Section 3 - Timely Receipt of Pay, Pay Increases, Bonuses and Reimbursements:

A. Employer agrees to use its best efforts to ensure that pay increases, including but not limited to those resulting from step increases, promotions, bonuses and other salary increases, are paid on the effective date. To this end, Employer shall, among other things, use its best efforts to ensure that paperwork needed to implement such increases is completed within a reasonable time of the proposed effective date of the action and shall process the proposed action as expeditiously as possible, to avoid or minimize any delay in implementation.

A. The Employer must pay all pay increases, including but not limited to those resulting from step increases, promotions, bonuses and other salary increases no later than two (2) pay periods following the effective date of the increase.

Section 4 - Timely Reimbursement of Expenses:

Employer shall use its best efforts to take all necessary action to ensure that reimbursement of pre-authorized expenses related to the employee's employment, including but not limited to travel and education expenses, is paid within thirty (30) days of submission of a proper request.

Section 5 – Audits:

In the event employee requests an audit of pay and benefit records because of errors made in their computation, Employer shall complete such audit and transmit the results to the requesting employee within ten (10) business days or shall provide the employee a reason why additional time is required and shall give a projected date of completion.

**ARTICLE 26
GENERAL PROVISIONS**

Section 1 - Work Rules:

Employees will be advised of verbal and written work rules that they are required to follow. The Employer agrees that proposed new written work rules and the revision of existing written work rules shall be subject to notice and consultation with the Union.

Section 2 – Identification Device:

The Employer agrees that the employee has a right to participate and identify with the Union as his/her representative in collective bargaining matters. Therefore, the Employer agrees that such identification devices as emblems, buttons and pins supplied by the Union to the employees within the bargaining unit may be worn on their clothing except when appearing in court or before any administrative tribunal or other government agency on behalf of the Employer.

Section 3 - Distribution of Agreement:

The Employer and the Union agree to electronically distribute the fully executed version of this contract to all management and covered employees upon execution of the contract by the parties.

Section 4 – Office Space:

Employer will consider the attorney client and other privileges in providing space. Office space will be identified by OAG, the Mayor, or their designees, and assigned by the Union. Employer determines space, division and section allocation, as well as what offices are available for bargaining unit employees. Employer will afford the Union the advance opportunity to consult over the design of new office space at each step of the design process. The parties acknowledge that this does not interfere with management’s final authority to determine the final design.

**ARTICLE 27
COMPUTATION OF TIME**

All time frames referenced in this Agreement shall be interpreted as business days, unless otherwise specified.

**ARTICLE 28
GRIEVANCE AND ARBITRATION PROCEDURES**

Section 1 – Definitions:

A grievance under this section is an allegation that the other party has violated a provision of this Agreement. RIFs, furloughs, disciplinary actions and performance rating appeals are excluded from the definition of grievance under this section and such disciplinary actions and ratings are not subject to challenge, review or arbitration under the grievance and arbitration procedures of this section. The grievability of disciplinary actions and performance evaluations is governed by other parts of this Agreement and the Compensation Agreement.

Section 2 – Performance Ratings:

Any performance rating may be appealed within thirty (30) calendar days of receipt by the employee to a three-person committee established by the Attorney General or the Mayor’s Office of Legal Counsel. The committee shall be empowered to review the basis for a direct