

Department of For-Hire Vehicles

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Table TC0-1

Description	FY 2016	FY 2017	FY 2018	FY 2019	% Change
	Actual	Actual	Approved	Proposed	from FY 2018
OPERATING BUDGET	\$13,242,190	\$12,795,255	\$13,834,180	\$17,599,809	27.2
FTEs	58.2	55.0	71.0	71.0	0.0

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

Summary of Services

The Department of For-Hire Vehicles provides licensing, adjudication, enforcement, and client services for approximately 100,000 drivers, over 60 taxicab companies/associations, and over 20 limousine companies, as well as District residents and visitors who use public and private vehicles-for-hire in the District of Columbia.

The agency's FY 2019 proposed budget is presented in the following tables:

FY 2019 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table TC0-2 contains the proposed FY 2019 budget by revenue type compared to the FY 2018 approved budget. It also provides FY 2016 and FY 2017 actual data.

Table TC0-2

(dollars in thousands)

	Dollars in Thousands							Full-Time Equivalents					
	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change*	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change	
Appropriated Fund													
GENERAL FUND													
Local Funds	1,888	4,000	4,095	5,924	1,829	44.7	0.4	0.0	0.0	0.0	0.0	N/A	
Special Purpose Revenue Funds	8,373	8,494	9,539	11,675	2,137	22.4	57.1	55.0	71.0	71.0	0.0	0.0	
TOTAL FOR GENERAL FUND	10,261	12,494	13,634	17,600	3,966	29.1	57.5	55.0	71.0	71.0	0.0	0.0	

Table TC0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change*	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change
INTRA-DISTRICT FUNDS												
Intra-District Funds	2,981	301	200	0	-200	-100.0	0.7	0.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS												
	2,981	301	200	0	-200	-100.0	0.7	0.0	0.0	0.0	0.0	N/A
GROSS FUNDS	13,242	12,795	13,834	17,600	3,766	27.2	58.2	55.0	71.0	71.0	0.0	0.0

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2019 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2019 Proposed Operating Budget, by Comptroller Source Group

Table TC0-3 contains the proposed FY 2019 budget at the Comptroller Source Group (object class) level compared to the FY 2018 approved budget. It also provides FY 2016 and FY 2017 actual expenditures.

Table TC0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	Percentage Change*
11 - Regular Pay - Continuing Full Time	3,646	4,038	5,290	5,662	372	7.0
12 - Regular Pay - Other	337	313	411	324	-87	-21.2
13 - Additional Gross Pay	87	102	35	35	0	0.0
14 - Fringe Benefits - Current Personnel	889	1,032	1,265	1,329	63	5.0
15 - Overtime Pay	38	43	75	75	0	0.0
SUBTOTAL PERSONAL SERVICES (PS)	4,997	5,528	7,076	7,425	349	4.9
20 - Supplies and Materials	65	75	70	70	0	0.0
31 - Telephone, Telegraph, Telegram, Etc.	20	9	30	40	10	33.3
40 - Other Services and Charges	1,826	2,233	2,104	3,495	1,390	66.1
41 - Contractual Services - Other	205	150	65	65	0	0.0
50 - Subsidies and Transfers	5,987	4,801	4,295	6,408	2,112	49.2
70 - Equipment and Equipment Rental	142	0	194	98	-96	-49.5
SUBTOTAL NONPERSONAL SERVICES (NPS)	8,245	7,267	6,758	10,175	3,417	50.6
GROSS FUNDS	13,242	12,795	13,834	17,600	3,766	27.2

*Percent change is based on whole dollars.

FY 2019 Proposed Operating Budget and FTEs, by Division/Program and Activity

Table TC0-4 contains the proposed FY 2019 budget by division/program and activity compared to the FY 2018 approved budget. It also provides FY 2016 and FY 2017 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table TC0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018
(1000) AGENCY MANAGEMENT										
(1010) Personnel	530	124	128	131	4	2.9	0.9	1.0	1.0	0.0
(1015) Training and Education	10	0	0	27	27	0.0	0.0	0.0	0.0	0.0
(1020) Contracting and Procurement	141	83	0	0	0	1.1	0.9	0.0	0.0	0.0
(1030) Property Management	34	72	76	80	5	0.1	0.9	1.0	1.0	0.0
(1040) Information Technology	188	421	1,280	2,347	1,067	0.0	2.6	4.0	4.0	0.0
(1050) Financial Management	58	0	0	0	0	0.2	0.0	0.0	0.0	0.0
(1060) Legal	449	408	506	511	6	2.4	2.6	3.0	3.0	0.0
(1070) Fleet Management	0	30	38	48	10	0.0	0.0	0.0	0.0	0.0
(1080) Communications	328	52	13	10	-3	3.7	0.0	0.0	0.0	0.0
(1090) Performance Management	27	2,030	2,295	1,993	-302	0.1	7.7	12.0	11.0	-1.0
SUBTOTAL (1000) AGENCY MANAGEMENT	1,765	3,220	4,335	5,148	813	10.7	15.5	21.0	20.0	-1.0
(100F) AGENCY FINANCIAL OPERATIONS										
(110F) Budget Operations	13	123	131	139	8	0.0	0.9	1.0	1.0	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	13	123	131	139	8	0.0	0.9	1.0	1.0	0.0
(2000) OPERATIONS										
(2010) Complaints	186	513	347	483	137	0.9	2.6	3.0	4.0	1.0
(2020) Community Outreach	7,860	0	0	0	0	4.1	0.0	0.0	0.0	0.0
(2030) Driver Assistance	516	898	0	0	0	6.8	0.0	0.0	0.0	0.0
(2040) Account Management	402	27	432	386	-46	2.0	0.0	3.0	3.0	0.0
(2050) Hearings And Conflict Resolution	0	98	221	241	20	0.0	1.7	2.0	2.0	0.0
(2060) Research	0	369	270	70	-200	0.0	0.0	0.0	0.0	0.0
(2070) Audit	0	0	205	35	-170	0.0	0.0	0.0	0.0	0.0
(2080) Grants	0	0	0	6,625	6,625	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (2000) OPERATIONS	8,964	1,904	1,474	7,841	6,367	13.9	4.3	8.0	9.0	1.0
(3000) RESEARCH PROGRAM										
(3010) Research	277	0	0	0	0	1.9	0.0	0.0	0.0	0.0
SUBTOTAL (3000) RESEARCH PROGRAM	277	0	0	0	0	1.9	0.0	0.0	0.0	0.0
(4000) FIELD COMPLIANCE AND ENFORCEMENT										
(4010) Field Enforcement	1,794	2,116	2,615	2,965	350	27.3	23.2	31.0	31.0	0.0
(4020) Company Audit	69	50	0	0	0	0.4	0.0	0.0	0.0	0.0
(4030) Fleet Management	77	0	0	0	0	0.2	0.0	0.0	0.0	0.0
SUBTOTAL (4000) FIELD COMPLIANCE AND ENFORCEMENT	1,941	2,166	2,615	2,965	350	27.8	23.2	31.0	31.0	0.0

Table TC0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018
(5000) CLIENT SERVICES										
(5010) Public Adjudication	101	0	0	0	0	2.7	0.0	0.0	0.0	0.0
SUBTOTAL (5000) CLIENT SERVICES	101	0	0	0	0	2.7	0.0	0.0	0.0	0.0
(6000) LEGAL PROGRAM										
(6010) Legal Program	22	0	0	0	0	0.1	0.0	0.0	0.0	0.0
SUBTOTAL (6000) LEGAL PROGRAM	22	0	0	0	0	0.1	0.0	0.0	0.0	0.0
(7000) MARKETING AND OUTREACH										
(7010) Marketing	158	253	288	452	164	1.0	1.7	2.0	2.0	0.0
(7020) Outreach and Public Information	0	4,053	4,120	25	-4,095	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (7000) MARKETING AND OUTREACH	158	4,306	4,409	477	-3,932	1.0	1.7	2.0	2.0	0.0
(8000) CLIENT SERVICES										
(8010) Driver Service	0	741	742	887	145	0.0	6.9	7.0	7.0	0.0
(8020) Company Services	0	338	128	142	15	0.0	2.6	1.0	1.0	0.0
SUBTOTAL (8000) CLIENT SERVICES	0	1,078	870	1,029	159	0.0	9.5	8.0	8.0	0.0
(9960) YR END CLOSE										
No Activity Assigned	0	-3	0	0	0	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (9960) YR END CLOSE	0	-3	0	0	0	0.0	0.0	0.0	0.0	0.0
TOTAL PROPOSED OPERATING BUDGET	13,242	12,795	13,834	17,600	3,766	58.2	55.0	71.0	71.0	0.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2019 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Program Description

The Department of For-Hire Vehicles operates through the following 6 programs:

Operations – provides complaint and conflict resolutions, research, audits and company account management.

This program contains the following 6 activities:

- **Complaints** – documents complaints, investigates the validity of information, conducts resolution conferences to determine effective remedies, and prepares notices of infractions for unresolved complaints;
- **Account Management** – monitors the compliance of taxi and limousine companies, private vehicles for-hire, and dispatch services for adherence to Title 31 Regulations and identifies issues and solutions. This program proactively advises clients on service updates and grant opportunities, ensures client records are accurate and updated in the system, ensure clients are satisfied with services being received, and reviews annual operating authority applications;

- **Hearings and Conflict Resolution** – conducts hearings adjudications, appeals, and any form of conflict resolution including mediation;
- **Research** – provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment, and rulemaking;
- **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; and
- **Grants** – provides grant opportunities, management and oversight to further develop the for-hire industry, expand economic opportunity, encourage innovations, and improve transportation equity.

Field Compliance and Enforcement – provides enforcement, compliance, and oversight of public vehicle-for-hire companies; performs field inspections and issues notices of infractions; and conducts training courses for license applicants and refresher courses for existing license holders to ensure behavioral standards and adherence to District law and DFHV regulations.

Marketing and Outreach – provides updated facts pertaining to operations, rulemaking, and media through various communication platforms, including press releases, testimony and speech preparation, social media platforms, and website management; maintains awareness of the market; and coordinates the promotion of a positive public image.

This program contains the following 2 activities:

- **Marketing** – engages the public, directs communications with stakeholders through multiple channels; and promotes a positive brand association; and
- **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.

Client Services – provides customer services to passengers, drivers, and companies.

This program contains the following 2 activities:

- **Driver Service** – accepts applications for driver licensing and vehicle registration and issues new licenses and renewals; and
- **Company Services** – accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

Agency Financial Operations – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained.

Program Structure Change

The Department of For-Hire Vehicles has no program structure changes in the FY 2019 proposed budget.

FY 2018 Approved Budget to FY 2019 Proposed Budget, by Revenue Type

Table TC0-5 itemizes the changes by revenue type between the FY 2018 approved budget and the FY 2019 proposed budget. For a more comprehensive explanation of changes, please see the FY 2019 Proposed Budget Changes section, which follows the table.

Table TC0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2018 Approved Budget and FTE		4,095	0.0
Removal of One-Time Costs	Marketing and Outreach	-200	0.0
LOCAL FUNDS: FY 2019 Recurring Budget		3,895	0.0
Mayor's Policy-Enhance: To support Transport DC (One-time)	Operations	2,000	0.0
LOCAL FUNDS: FY 2019 Mayor's Proposed Budget		5,895	0.0
Enhance: To support Transport DC (one-time)	Operations	29	0.0
LOCAL FUNDS: FY 2019 District's Proposed Budget		5,924	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2018 Approved Budget and FTE		9,539	71.0
COLA: FY 2019 COLA Adjustment	Multiple Programs	251	0.0
Agency Request-Increase: To align budget with projected revenues	Multiple Programs	1,343	0.0
Agency Request-Increase: To align resources with operational spending goals	Operations	300	0.0
Agency Request-Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	299	2.0
Agency Request-Increase: To align resources with operational spending goals	Field Compliance and Enforcement	30	0.0
Agency Request-Increase: To align Fixed Costs with proposed estimates	Agency Management	10	0.0
Agency Request-Decrease: To align budget with projected revenues	Multiple Programs	-96	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2019 Mayor's Proposed Budget		11,675	73.0
Enhance: To support Transport DC	Operations	201	0.0
Reduce: To align personal services and Fringe Benefits with projected costs	Multiple Programs	-201	-2.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2019 District's Proposed Budget		11,675	71.0
INTRA-DISTRICT FUNDS: FY 2018 Approved Budget and FTE		200	0.0
Agency Request-Decrease: To align budget with projected revenues	Multiple Programs	-200	0.0
INTRA-DISTRICT FUNDS: FY 2019 Mayor's Proposed Budget		0	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2019 District's Proposed Budget		0	0.0
GROSS FOR TC0 - DEPARTMENT OF FOR-HIRE VEHICLES		17,600	71.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

FY 2019 Proposed Budget Changes

The Department of For-Hire Vehicles' (DFHV) proposed FY 2019 gross budget is \$17,599,809, which represents a 27.2 percent increase over its FY 2018 approved gross budget of \$13,834,180. The budget is comprised of \$5,924,444 in Local funds and \$11,675,365 in Special Purpose Revenue funds.

Recurring Budget

The FY 2019 budget for DFHV includes a reduction of \$200,000 to account for the removal of one-time funding appropriated in FY 2018 to support the Transport DC initiative.

Mayor's Proposed Budget

Cost-of-Living Adjustment: DFHV's budget proposal includes a cost-of-living adjustment (COLA) of \$250,959 in Special Purpose Revenue funds.

Agency Request – Increase: The budget proposal for Special Purpose Revenue funds reflects changes to the FY 2019 revenue projection and programmatic changes, and it includes \$1,342,530 to cover projected costs related to reducing transportation barriers for District residents, consumer protection, improvements to citation management, licensing, professional services, and enhancement of computer applications. A total of \$300,000 within the Operations program supports the expansion of grant programs for electric taxis, wheelchair-accessible vehicles, and neighborhood rides services. Other proposed adjustments include an increase of \$298,808 in personal services across multiple programs to support 2.0 additional Full-Time Equivalents (a Lead Customer Services Specialist and a Program Manager within the Agency Management and Client Services programs, respectively). The budget proposal also reflects the conversion of a position from temporary to permanent status and covers step and salary increases. Lastly, the budget includes increases of \$30,000 to support the purchase of uniforms for Vehicle Inspection Officer in the Field Compliance and Enforcement program and \$10,000 in the Agency Management program to adequately fund the agency-managed Telecommunications Fixed Costs.

Agency Request – Decrease:

In Special Purpose Revenue funds, the proposed budget reflects a decrease of \$95,716 across multiple programs to align the budget with anticipated revenue and changes in equipment purchases.

In Intra-District (ID) funds, DFHV's budget decreased by \$200,000 and reflects a change in the source of funding from ID to Special Purpose Revenue as the Department of Motor Vehicles now provides the agency funds from its out-of-state licensing program.

Mayor's Policy – Enhance: The budget proposal for the Department of For-Hire Vehicles includes a one-time Local funds budget increase of \$2,000,000 in the Operations program. The funding supports the Transport DC initiative, which provides transportation for seniors and disabled residents.

District's Proposed Budget

Enhance: The budget proposal for the Department of For-Hire Vehicles includes a one-time Local funds budget increase of \$29,047 in the Operations program. This funding supports the Transport DC program, a progressive initiative that provides transportation services for seniors and disabled residents.

In Special Purpose Revenue funds, an increase of \$200,953 in the Operations programs enables the District to provide additional services for the Transport DC program.

Reduce: The Special Purpose Revenue funds budget proposal reflects a reduction of \$200,953 and 2.0 Full-Time Equivalents to align resources with projected operational spending across multiple programs.

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Agency Performance Plan*

The Department of For-Hire Vehicles (DFHV) has the following strategic objectives for FY 2019:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objectives

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

ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into “daily services” (ex. sanitation disposal), and long-term “key projects” that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

1. Ensure passengers have safe and excellent riding experiences. (5 Activities)

Activity Title	Activity Description	Type of Activity
For-Hire Vehicle Enforcement	Performs field inspections 24/7 and issues notices of infraction.	Daily Service
Client Services	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service
Company Audit	Monitors for compliance with applicable laws, regulations, policies and practices. Safeguards against programmatic fraud, waste, abuse and mismanagement. Promotes transparency and consistency in the agency's processes and operational activities.	Daily Service
Outreach 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
Resolves Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies and prepares notices of infraction for unresolved complaints.	Daily Service

2. Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)

Activity Title	Activity Description	Type of Activity
Research of For-Hire Vehicle Industry	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment and rulemaking.	Daily Service
Innovations and technology support	Provides innovative solutions and technology support.	Daily Service
Grants	Provides grants to improve economic opportunities for the For-Hire Vehicles (FHV) industry, including grant development and grant monitoring.	Daily Service

2. Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)

Activity Title	Activity Description	Type of Activity
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

3. Create and maintain a highly efficient, transparent and responsive District government. (5 Activities)**

Activity Title	Activity Description	Type of Activity
Driver service	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Account management	Accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.	Daily Service
Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service
Marketing	Engages the public, directs communications with stakeholders through multiple channels and promotes a positive brand association.	Daily Service
Hearings and Conflict Resolution	Conducts hearings adjudications, appeals, and any form of conflict resolution including mediation.	Daily Service

KEY PERFORMANCE INDICATORS

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

1. Ensure passengers have safe and excellent riding experiences. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Percent of complaints processed on-time within 30 calendar days	No	Not Available	90%	99.1%	93%	95%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	No	Not Available	Not Available	Not Available	35%	40%

2. Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Measures)

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Economic contributions by for-hire vehicles	No	Not Available	\$400,000,000	\$632,212,311	\$600,000,000	\$650,000,000
Percent of agency budget allocated to grants	No	Not Available	Not Available	Not Available	30%	30%
Percent of licenses processed on-time within 10 calendar days	No	Not Available	90%	96.5%	90%	92%

2. Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Measures)

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Percent of operating authorities processed within 30 calendar days	No	Not Available	Not Available	Not Available	90%	90%

WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

1. Driver service

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of driver application processed	No	Not Available	Not Available	7,642

2. Account management

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of company application processed (taxicab/limo companies and other businesses)	No	Not Available	Not Available	161

3. Marketing

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of public service announcements	No	Not Available	Not Available	Not Available

4. For-Hire Vehicle Enforcement

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of insured vehicles during inspections	No	Not Available	Not Available	10,397
Number of safety inspections conducted	No	Not Available	Not Available	10,702

5. Client Services

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of recovered items reunited with owners	No	Not Available	Not Available	362

6. Company Audit

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of audits conducted	No	Not Available	Not Available	Not Available

7. Outreach and Public Information

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of people engaging in community outreach events	No	Not Available	Not Available	Not Available

8. Resolves Complaints

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of disputes resolved	No	Not Available	Not Available	940

9. Research of For-Hire Vehicle Industry

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of public research reports completed	No	Not Available	Not Available	5

10. Innovations and technology support

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of new service or product pilots to improve passenger riding experiences	No	Not Available	Not Available	Not Available

Performance Plan Endnotes:

*For more information about the structure and components of FY 2019 draft performance plans, please see the FY 2019 Proposed Budget and Financial Plan, Volume 1, Appendix E.

**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 FY 2018 and FY 2019 and published starting in the FY 2019 Performance Plan.

***Key Performance Indicators that are new may not have historical data and may only have FY 2019 targets.