

# Department of For-Hire Vehicles

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Table TC0-1

Description	FY 2019	FY 2020	FY 2021	FY 2022	% Change
	Actual	Actual	Approved	Approved	from FY 2021
OPERATING BUDGET	\$16,617,939	\$17,903,529	\$17,806,643	\$23,335,218	31.0
FTEs	60.0	69.0	70.0	101.0	44.3
CAPITAL BUDGET	\$0	\$0	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

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 residents 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 2022 approved budget is presented in the following tables:

## FY 2022 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table TC0-2 contains the approved FY 2022 budget by revenue type compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual data.

Table TC0-2

(dollars in thousands)

	Dollars in Thousands							Full-Time Equivalents					
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change*	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change	
<b>Appropriated Fund</b>													
<b>GENERAL FUND</b>													
Local Funds	5,792	5,406	5,889	13,702	7,813	132.7	0.0	0.0	0.0	31.0	31.0	N/A	
Special Purpose Revenue Funds	10,045	8,997	10,901	8,797	-2,104	-19.3	60.0	69.0	70.0	70.0	0.0	0.0	
<b>TOTAL FOR GENERAL FUND</b>	<b>15,837</b>	<b>14,403</b>	<b>16,791</b>	<b>22,499</b>	<b>5,709</b>	<b>34.0</b>	<b>60.0</b>	<b>69.0</b>	<b>70.0</b>	<b>101.0</b>	<b>31.0</b>	<b>44.3</b>	

## Table TC0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change*	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change
<b>FEDERAL RESOURCES</b>												
Federal Payments	0	0	0	150	150	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>150</b>	<b>150</b>	<b>N/A</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>INTRA-DISTRICT FUNDS</b>												
Intra-District Funds	781	3,501	1,016	686	-330	-32.5	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>781</b>	<b>3,501</b>	<b>1,016</b>	<b>686</b>	<b>-330</b>	<b>-32.5</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>GROSS FUNDS</b>	<b>16,618</b>	<b>17,904</b>	<b>17,807</b>	<b>23,335</b>	<b>5,529</b>	<b>31.0</b>	<b>60.0</b>	<b>69.0</b>	<b>70.0</b>	<b>101.0</b>	<b>31.0</b>	<b>44.3</b>

\*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 2022 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2022 Approved Operating Budget, by Comptroller Source Group

Table TC0-3 contains the approved FY 2022 budget at the Comptroller Source Group (object class) level compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual expenditures.

### Table TC0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Percentage Change*
11 - Regular Pay - Continuing Full Time	5,044	5,256	6,598	6,293	-306	-4.6
12 - Regular Pay - Other	81	0	0	1,465	1,465	N/A
13 - Additional Gross Pay	208	111	35	35	0	0.0
14 - Fringe Benefits - Current Personnel	1,283	1,336	1,953	2,017	64	3.3
15 - Overtime Pay	61	32	75	75	0	0.0
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>6,677</b>	<b>6,734</b>	<b>8,662</b>	<b>9,884</b>	<b>1,223</b>	<b>14.1</b>
20 - Supplies and Materials	59	53	59	45	-14	-24.0
31 - Telecommunications	67	5	77	77	0	0.0
34 - Security Services	0	0	561	561	0	0.0
40 - Other Services and Charges	2,684	1,736	1,149	1,739	590	51.4
41 - Contractual Services - Other	62	9	10	10	0	0.0
50 - Subsidies and Transfers	6,947	9,301	7,261	10,956	3,695	50.9
70 - Equipment and Equipment Rental	122	66	28	62	35	127.3
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>9,941</b>	<b>11,170</b>	<b>9,145</b>	<b>13,451</b>	<b>4,306</b>	<b>47.1</b>
<b>GROSS FUNDS</b>	<b>16,618</b>	<b>17,904</b>	<b>17,807</b>	<b>23,335</b>	<b>5,529</b>	<b>31.0</b>

\*Percent change is based on whole dollars.

## FY 2022 Approved Operating Budget and FTEs, by Division/Program and Activity

Table TC0-4 contains the approved FY 2022 budget by division/program and activity compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 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 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021
<b>(1000) AGENCY MANAGEMENT</b>										
(1010) Personnel	159	203	254	230	-24	0.8	1.0	2.0	2.0	0.0
(1015) Training and Education	16	0	15	15	0	0.0	0.0	0.0	0.0	0.0
(1030) Property Management	81	85	656	651	-5	0.8	1.0	1.0	1.0	0.0
(1040) Information Technology	2,009	1,100	1,195	1,557	362	3.4	3.9	4.0	5.0	1.0
(1060) Legal	399	438	499	469	-31	2.5	3.9	3.0	3.0	0.0
(1070) Fleet Management	43	45	44	56	13	0.0	0.0	0.0	0.0	0.0
(1080) Communications	9	9	5	5	0	0.0	0.0	0.0	0.0	0.0
(1090) Performance Management	1,666	1,517	1,735	1,937	202	9.3	9.9	11.0	12.0	1.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>4,382</b>	<b>3,396</b>	<b>4,403</b>	<b>4,921</b>	<b>518</b>	<b>16.9</b>	<b>19.7</b>	<b>21.0</b>	<b>23.0</b>	<b>2.0</b>
<b>(100F) AGENCY FINANCIAL OPERATIONS</b>										
(110F) Budget Operations	137	146	165	160	-5	0.8	1.0	1.0	1.0	0.0
<b>SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS</b>	<b>137</b>	<b>146</b>	<b>165</b>	<b>160</b>	<b>-5</b>	<b>0.8</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(2000) OPERATIONS</b>										
(2010) Complaints	415	420	447	421	-25	3.4	4.0	4.0	4.0	0.0
(2040) Account Management	403	411	447	560	113	2.5	3.0	3.0	4.0	1.0
(2050) Hearings and Conflict Resolution	116	138	375	303	-72	1.7	3.0	3.0	3.0	0.0
(2060) Research	282	134	188	177	-11	0.0	2.0	1.0	1.0	0.0
(2070) Audit	32	0	0	0	0	0.0	0.0	0.0	0.0	0.0
(2080) Grants	7,238	9,934	7,812	13,582	5,770	0.0	2.0	3.0	34.0	31.0
<b>SUBTOTAL (2000) OPERATIONS</b>	<b>8,487</b>	<b>11,037</b>	<b>9,269</b>	<b>15,044</b>	<b>5,775</b>	<b>7.6</b>	<b>13.8</b>	<b>14.0</b>	<b>46.0</b>	<b>32.0</b>
<b>(4000) FIELD COMPLIANCE AND ENFORCEMENT</b>										
(4010) Field Enforcement	2,416	2,150	2,675	2,151	-525	26.2	25.6	24.0	22.0	-2.0
<b>SUBTOTAL (4000) FIELD COMPLIANCE AND ENFORCEMENT</b>	<b>2,416</b>	<b>2,150</b>	<b>2,675</b>	<b>2,151</b>	<b>-525</b>	<b>26.2</b>	<b>25.6</b>	<b>24.0</b>	<b>22.0</b>	<b>-2.0</b>
<b>(7000) MARKETING AND OUTREACH</b>										
(7010) Marketing	332	277	218	191	-28	1.7	1.0	1.0	1.0	0.0
(7020) Outreach and Public Information	21	1	3	3	0	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (7000) MARKETING AND OUTREACH</b>	<b>353</b>	<b>277</b>	<b>221</b>	<b>194</b>	<b>-28</b>	<b>1.7</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>

**Table TC0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalent				
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021
<b>(8000) CLIENT SERVICES</b>										
(8010) Driver Service	691	751	898	852	-46	5.9	6.9	8.0	8.0	0.0
(8020) Company Services	152	147	175	15	-161	0.8	1.0	1.0	0.0	-1.0
<b>SUBTOTAL (8000) CLIENT SERVICES</b>	<b>842</b>	<b>898</b>	<b>1,074</b>	<b>867</b>	<b>-207</b>	<b>6.8</b>	<b>7.9</b>	<b>9.0</b>	<b>8.0</b>	<b>-1.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>16,618</b>	<b>17,904</b>	<b>17,807</b>	<b>23,335</b>	<b>5,529</b>	<b>60.1</b>	<b>69.0</b>	<b>70.0</b>	<b>101.0</b>	<b>31.0</b>

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

**Note:** For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2022 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 5 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 activity 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; 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. This program is standard for all agencies using performance-based budgeting.

### Program Structure Change

The Department of For-Hire Vehicles has no program structure changes in the FY 2022 approved budget.

## FY 2021 Approved Budget to FY 2022 Approved Budget, by Revenue Type

Table TC0-5 itemizes the changes by revenue type between the FY 2021 approved budget and the FY 2022 approved budget. For a more comprehensive explanation of changes, please see the FY 2022 Approved Budget Changes section, which follows the table.

**Table TC0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2021 Approved Budget and FTE</b>		<b>5,889</b>	<b>0.0</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2022 Recurring Budget</b>		<b>5,889</b>	<b>0.0</b>
Decrease: To align resources with operational spending goals	Operations	-353	0.0
Shift: To support the forgiveness of taxi fees initiative (one-time)	Multiple Programs	1,811	0.0
Enhance: ARPA – Local Revenue Replacement funding to support micro-transit routes	Operations	7,790	0.0
Reduce: Transport DC program	Operations	-1,436	0.0
<b>LOCAL FUNDS: FY 2022 Mayor’s Proposed Budget</b>		<b>13,702</b>	<b>0.0</b>
Enhance: To support additional FTEs (one-time)	Operations	2,120	31.0
Reduce: To align resources with operational spending goals	Operations	-2,120	0.0
<b>LOCAL FUNDS: FY 2022 District’s Approved Budget</b>		<b>13,702</b>	<b>31.0</b>
<b>FEDERAL PAYMENTS: FY 2021 Approved Budget and FTE</b>		<b>0</b>	<b>0.0</b>
Enhance: ARPA – State funding support for gun violence prevention initiative	Operations	150	0.0
<b>FEDERAL PAYMENTS: FY 2022 Mayor’s Proposed Budget</b>		<b>150</b>	<b>0.0</b>
No Change		0	0.0
<b>FEDERAL PAYMENTS: FY 2022 District’s Approved Budget</b>		<b>150</b>	<b>0.0</b>

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**Table TC0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2021 Approved Budget and FTE</b>		<b>10,901</b>	<b>70.0</b>
Increase: To align budget with projected revenues	Multiple Programs	330	0.0
Decrease: To align personal services and Fringe Benefits with projected costs	Multiple Programs	-623	0.0
Shift: To accommodate anticipated revenue reduction	Multiple Programs	-1,811	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2022 Mayor's Proposed Budget</b>		<b>8,797</b>	<b>70.0</b>
No Change		0	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2022 District's Approved Budget</b>		<b>8,797</b>	<b>70.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2021 Approved Budget and FTE</b>		<b>1,016</b>	<b>0.0</b>
Decrease: To align budget with projected revenues	Operations	-330	0.0
<b>INTRA-DISTRICT FUNDS: FY 2022 Mayor's Proposed Budget</b>		<b>686</b>	<b>0.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2022 District's Approved Budget</b>		<b>686</b>	<b>0.0</b>
<b>GROSS FOR TC0 - DEPARTMENT OF FOR-HIRE VEHICLES</b>		<b>23,335</b>	<b>101.0</b>

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

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**FY 2022 Approved Operating Budget Changes**

Table TC0-6 contains the approved FY 2022 budget by fund compared to the FY 2021 approved budget.

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**Table TC0-6**

Appropriated Fund	FY 2021 Approved	FY 2022 Approved	% Change from FY 2021
Local Funds	\$5,889,397	\$13,701,908	132.7
Federal Payments	\$0	\$150,000	N/A
Special Purpose Revenue Funds	\$10,901,246	\$8,797,310	-19.3
Intra-District Funds	\$1,016,000	\$686,000	-32.5
<b>GROSS FUNDS</b>	<b>\$17,806,643</b>	<b>\$23,335,218</b>	<b>31.0</b>

**Recurring Budget**

DFHV's budget reflects no change from the FY 2021 approved budget to the FY 2022 recurring budget.

**Mayor's Proposed Budget**

**Increase:** The Special Purpose Revenue (SPR) funds budget proposal includes an increase of \$329,841 across multiple programs to reflect projected costs of professional services for sales-force development support, licenses, computer equipment purchases, and other operational requirements.

**Decrease:** The Local funds budget proposal reflects a decrease of \$353,364 within the Operations program to reflect projected costs of operations of Transport DC program for qualified District residents with disabilities.

In SPR funds, the budget proposal reflects changes to the FY 2022 revenue projection and other programmatic changes. The budget proposal includes a reduction of \$622,542 across multiple programs to properly align personal services budget with projected costs.

In Intra-District funds, the budget proposal reflects a decrease of \$330,000 in the Operations program for a Memorandum of Understanding with the Child and Family Services Agency for the children Transportation Services project.

**Enhance:** The Local funds budget proposal reflects an increase of \$7,790,277 from ARPA - Federal Funds for Local Revenue Replacement within the operations program to support micro-transit, including the addition of routes serving more than 20 schools in Safe Passage areas in Wards 7 and 8. This increase in spending is supported by Coronavirus Relief funds from the American Rescue Plan Act.

In Federal Payments, an increase of \$150,000 is provided for the District's gun violence prevention initiative. This increase in spending is supported by Coronavirus Relief funds from the American Rescue Plan Act.

**Reduce:** The Local budget proposal includes a reduction of \$1,435,636 within the Operations program to reflect the projected costs of operations of the Transport DC program.

**Shift:** The proposed budget for DFHV reflects a shift in funding of \$1,811,234 across multiple programs from SPR to Local funds. This adjustment will enable the agency to accommodate anticipated revenue reduction and allows the agency to support its forgiveness of taxi fees initiative as a one-time Local fund enhancement.

### **District's Approved Budget**

**Enhance:** The approved Local funds budget for the Department of For-Hire Vehicles reflects a one-time funding increase of \$2,120,388 and 31.0 Full-Time Equivalents within the Operations program as technical correction to add FTE authority.

**Reduce:** The budget reflects a Local funds reduction of \$2,120,388 within the Operations program to allow the agency to properly allocate resources for the DC School Connect Micro-transit program.

## Agency Performance Plan\*

The Department of For-Hire Vehicles (DFHV) has the following strategic objectives for FY 2022:

### 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.

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### 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.

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

Activity Title	Activity Description	Type of Activity
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service

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

Activity Title	Activity Description	Type of Activity
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	Outreach/Marketing	Key Project

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#### 3. Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)

Activity Title	Activity Description	Type of Activity
Driver/Company Service/Customer Service/Account Management	Driver/Company Service/Customer Service/Account Management	Daily Service

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### 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?”

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

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of complaints processed on-time within 30 calendar days	No	100%	97%	100%	98%	98%



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

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of warnings to overall infractions issued by Vehicle Inspection Officers	No	New in 2021	New in 2021	New in 2021	New in 2021	55%

### 2. Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of licenses processed on-time within 10 calendar days	No	98.8%	95%	99.1%	96%	96%
Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)	No	New in 2020	New in 2020	100%	90%	90%
Percent of transactions completed online	No	New in 2021	New in 2021	New in 2021	New in 2021	60%

## 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. Field Enforcement/Company Audits

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of audits conducted	No	8	29	0
Number of safety and compliance inspections conducted	No	12,252	7966	6767

### 2. Complaints/Hearings and Conflict Resolution

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of public complaints resolved	No	1130	1329	608
Number of public service announcements	No	53	42	42

### 3. Transportation Pilots and Programs/Technology Innovations

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of rides provided by DFHV transportation pilots and programs	No	New in 2020	New in 2020	313,084

### 4. Outreach/Marketing

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of people engaging in community outreach events	No	503,422	695,138	1,013,243

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**5. Driver/Company Service/Customer Service/Account Management**

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<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Actual</b>
Number of company applications processed (taxicab/limo companies and other businesses)	No	112	87	70
Number of driver applications processed	No	9174	6731	4194
Number of lost-and-found items returned to passengers	No	232	197	61

**Performance Plan Endnotes:**

\*For more information about the structure and components of FY 2022 draft performance plans, please see the FY 2022 Approved Budget and Financial Plan, Volume 1, Appendix E.

\*\*Key performance indicators that are new may not have historical data and may only have FY 2022 targets.

\*\*\*To view the final versions of agency FY 2022 performance plans when they become available in December 2021, see the OCA website at <https://oca.dc.gov/>.