

# Department of For-Hire Vehicles

www.dfhv.dc.gov  
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Table TC0-1

Description	FY 2021 Actual	FY 2022 Actual	FY 2023 Approved	FY 2024 Approved	% Change from FY 2023
OPERATING BUDGET	\$13,051,823	\$19,237,601	\$22,683,451	\$24,192,097	6.7
FTEs	61.0	80.7	101.0	102.0	1.0
CAPITAL BUDGET	\$0	\$0	\$0	\$1,600,000	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 2024 approved budget is presented in the following tables:

## FY 2024 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table TC0-2 contains the approved FY 2024 budget by revenue type compared to the FY 2023 approved budget. It also provides FY 2021 and FY 2022 actual data.

Table TC0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	% Change*	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	% Change
<b>GENERAL FUND</b>												
Local Funds	11,731	13,507	12,041	13,311	1,271	10.6	9.0	30.0	31.0	32.0	1.0	3.2
Special Purpose												
Revenue Funds	1,087	5,050	10,643	10,881	238	2.2	52.0	50.7	70.0	70.0	0.0	0.0
<b>TOTAL FOR GENERAL FUND</b>	<b>12,819</b>	<b>18,556</b>	<b>22,683</b>	<b>24,192</b>	<b>1,509</b>	<b>6.7</b>	<b>61.0</b>	<b>80.7</b>	<b>101.0</b>	<b>102.0</b>	<b>1.0</b>	<b>1.0</b>

**Table TC0-2**

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	% Change*	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	% Change
<b>FEDERAL RESOURCES</b>												
Federal Payments	10	0	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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	223	681	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>223</b>	<b>681</b>	<b>0</b>	<b>0</b>	<b>0</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>GROSS FUNDS</b>	<b>13,052</b>	<b>19,238</b>	<b>22,683</b>	<b>24,192</b>	<b>1,509</b>	<b>6.7</b>	<b>61.0</b>	<b>80.7</b>	<b>101.0</b>	<b>102.0</b>	<b>1.0</b>	<b>1.0</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private) and Special Purpose Revenue type, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2024 Operating Appendices** located on the Office of the Chief Financial Officer’s website.

In FY 2024, the Intra-District process will be eliminated, and the duplicated budget in the agencies providing services (seller agencies), known as Intra-District budget, will no longer be required. This process will be replaced by a new interagency process, which will enable seller agencies to directly charge interagency projects funded by the agencies receiving the services (buyer agencies). For more detailed information regarding the approved funding for interagency projects funded within this agency, please see Appendix J, FY 2024 Interagency Budgets, in the Executive Summary budget volume.

**FY 2024 Approved Operating Budget, by Comptroller Source Group**

Table TC0-3 contains the approved FY 2024 budget at the Comptroller Source Group (object class) level compared to the FY 2023 approved budget. It also provides FY 2021 and FY 2022 actual expenditures.

**Table TC0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	Percentage Change*
11 - Regular Pay - Continuing Full Time	5,053	5,110	6,458	8,017	1,559	24.1
12 - Regular Pay - Other	27	501	1,275	678	-596	-46.8
13 - Additional Gross Pay	139	339	35	35	0	0.0
14 - Fringe Benefits - Current Personnel	1,251	1,344	2,011	2,261	250	12.4
15 - Overtime Pay	6	29	75	75	0	0.0
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>6,476</b>	<b>7,323</b>	<b>9,854</b>	<b>11,066</b>	<b>1,213</b>	<b>12.3</b>
20 - Supplies and Materials	18	75	85	85	0	0.0
31 - Telecommunications	0	2	77	57	-20	-26.0
34 - Security Services	0	0	561	255	-306	-54.6
40 - Other Services and Charges	1,310	4,418	5,154	4,240	-915	-17.7
41 - Contractual Services - Other	0	2	135	0	-135	-100.0

**Table TC0-3**

(dollars in thousands)

<b>Comptroller Source Group</b>	<b>Actual FY 2021</b>	<b>Actual FY 2022</b>	<b>Approved FY 2023</b>	<b>Approved FY 2024</b>	<b>Change from FY 2023</b>	<b>Percentage Change*</b>
50 - Subsidies and Transfers	5,221	7,234	6,390	6,707	317	5.0
70 - Equipment and Equipment Rental	27	184	428	1,782	1,355	317.0
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>6,576</b>	<b>11,915</b>	<b>12,830</b>	<b>13,126</b>	<b>296</b>	<b>2.3</b>
<b>GROSS FUNDS</b>	<b>13,052</b>	<b>19,238</b>	<b>22,683</b>	<b>24,192</b>	<b>1,509</b>	<b>6.7</b>

\*Percent change is based on whole dollars.

**FY 2024 Approved Operating Budget and FTEs, by Division/Program and Activity**

Table TC0-4 contains the approved FY 2024 budget by division/program and activity compared to the FY 2023 approved budget. It also provides FY 2021 and FY 2022 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)

<b>Division/Program and Activity</b>	<b>Dollars in Thousands</b>					<b>Full-Time Equivalents</b>				
	<b>Actual FY 2021</b>	<b>Actual FY 2022</b>	<b>Approved FY 2023</b>	<b>Approved FY 2024</b>	<b>Change from FY 2023</b>	<b>Actual FY 2021</b>	<b>Actual FY 2022</b>	<b>Approved FY 2023</b>	<b>Approved FY 2024</b>	<b>Change from FY 2023</b>
<b>(1000) AGENCY MANAGEMENT</b>										
(1010) Personnel	15	197	235	282	47	1.5	1.4	2.0	2.0	0.0
(1015) Training and Education	1	10	15	15	0	0.0	0.0	0.0	0.0	0.0
(1030) Property Management	9	91	655	337	-318	0.7	0.7	1.0	1.0	0.0
(1040) Information Technology	279	1,495	1,626	1,653	27	3.0	3.6	5.0	5.0	0.0
(1060) Legal	40	458	463	525	62	2.2	2.2	3.0	3.0	0.0
(1070) Fleet Management	31	60	56	25	-31	0.0	0.0	0.0	0.0	0.0
(1080) Communications	0	2	5	5	0	0.0	0.0	0.0	0.0	0.0
(1090) Performance Management	198	1,488	1,852	2,034	181	8.2	8.7	12.0	13.0	1.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>573</b>	<b>3,801</b>	<b>4,908</b>	<b>4,877</b>	<b>-31</b>	<b>15.6</b>	<b>16.6</b>	<b>23.0</b>	<b>24.0</b>	<b>1.0</b>
<b>(100F) AGENCY FINANCIAL OPERATIONS</b>										
(110F) Budget Operations	17	106	170	148	-21	0.7	0.7	1.0	1.0	0.0
<b>SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS</b>	<b>17</b>	<b>106</b>	<b>170</b>	<b>148</b>	<b>-21</b>	<b>0.7</b>	<b>0.7</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(2000) OPERATIONS</b>										
(2010) Complaints	26	385	432	478	46	3.0	2.9	4.0	4.0	0.0
(2040) Account Management	45	478	546	623	77	2.2	2.9	4.0	4.0	0.0
(2050) Hearings and Conflict Resolution	22	129	322	162	-161	2.2	2.2	3.0	2.0	-1.0
(2060) Research	10	142	181	177	-4	0.7	0.7	1.0	1.0	0.0
(2080) Grants	11,966	11,574	12,906	14,232	1,326	11.2	32.1	34.0	35.0	1.0
<b>SUBTOTAL (2000) OPERATIONS</b>	<b>12,068</b>	<b>12,709</b>	<b>14,387</b>	<b>15,672</b>	<b>1,285</b>	<b>19.4</b>	<b>40.8</b>	<b>46.0</b>	<b>46.0</b>	<b>0.0</b>
<b>(4000) FIELD COMPLIANCE AND ENFORCEMENT</b>										
(4010) Field Enforcement	241	1,808	2,152	2,467	316	17.8	15.9	22.0	22.0	0.0
<b>SUBTOTAL (4000) FIELD COMPLIANCE AND ENFORCEMENT</b>	<b>241</b>	<b>1,808</b>	<b>2,152</b>	<b>2,467</b>	<b>316</b>	<b>17.8</b>	<b>15.9</b>	<b>22.0</b>	<b>22.0</b>	<b>0.0</b>

**Table TC0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023
<b>(7000) MARKETING AND OUTREACH</b>										
(7010) Marketing	30	131	168	181	13	0.7	0.7	1.0	1.0	0.0
(7020) Outreach and Public Information	0	2	3	0	-3	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (7000) MARKETING AND OUTREACH</b>	<b>30</b>	<b>134</b>	<b>171</b>	<b>181</b>	<b>10</b>	<b>0.7</b>	<b>0.7</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(8000) CLIENT SERVICES</b>										
(8010) Driver Service	126	674	882	832	-50	5.9	5.8	8.0	8.0	0.0
(8020) Company Services	-5	5	15	15	0	0.7	0.0	0.0	0.0	0.0
<b>SUBTOTAL (8000) CLIENT SERVICES</b>	<b>122</b>	<b>679</b>	<b>897</b>	<b>847</b>	<b>-50</b>	<b>6.7</b>	<b>5.8</b>	<b>8.0</b>	<b>8.0</b>	<b>0.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>13,052</b>	<b>19,238</b>	<b>22,683</b>	<b>24,192</b>	<b>1,509</b>	<b>61.0</b>	<b>80.7</b>	<b>101.0</b>	<b>102.0</b>	<b>1.0</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 2024 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, ensures 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 activity:

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

**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 2024 approved budget.

## FY 2023 Approved Budget to FY 2024 Approved Budget, by Revenue Type

Table TC0-5 itemizes the changes by revenue type between the FY 2023 approved budget and the FY 2024 approved budget. For a more comprehensive explanation of changes, please see the FY 2024 Approved Budget Changes section, which follows the table.

**Table TC0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2023 Approved Budget and FTE</b>		<b>12,041</b>	<b>31.0</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2024 Recurring Budget</b>		<b>12,041</b>	<b>31.0</b>
Increase: To align resources with operational spending goals	Operations	2,118	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Operations	909	1.0
Decrease: To realize savings in nonpersonal services	Operations	-33	0.0
Reduce: Transport DC cost savings (\$45,001) / ARPA - Federal Funding for Local Revenue Replacement funds (\$260,000)	Operations	-305	0.0
<b>LOCAL FUNDS: FY 2024 Mayor's Proposed Budget</b>		<b>14,730</b>	<b>32.0</b>
Enhance: To support Wheelchair Accessible Vehicle (WAV) fleet requirements	Operations	500	0.0
Enhance: To support the DC SchoolConnect program (one-time)	Operations	200	0.0
Reduce: To reflect cost savings in the DC SchoolConnect program	Operations	-2,118	0.0
<b>LOCAL FUNDS: FY 2024 District's Approved Budget</b>		<b>13,311</b>	<b>32.0</b>

## Table TC0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2023 Approved Budget and FTE</b>		<b>10,643</b>	<b>70.0</b>
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	304	0.0
Increase: To align budget with projected revenues	Multiple Programs	240	0.0
Decrease: To align Fixed Costs with proposed estimates	Agency Management	-306	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2024 Mayor's Proposed Budget</b>		<b>10,881</b>	<b>70.0</b>
No Change		0	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2024 District's Approved Budget</b>		<b>10,881</b>	<b>70.0</b>
<b>GROSS FOR TC0 - DEPARTMENT OF FOR-HIRE VEHICLES</b>		<b>24,192</b>	<b>102.0</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 interagency projects funded within this agency, please see Appendix J, FY 2024 Interagency Budgets, in the Executive Summary budget volume.

## FY 2024 Approved Operating Budget Changes

Table TC0-6 contains the approved FY 2024 budget by fund compared to the FY 2023 approved budget.

### Table TC0-6

Appropriated Fund	FY 2023 Approved	FY 2024 Approved	% Change from FY 2023
Local Funds	\$12,040,674	\$13,311,471	10.6
Special Purpose Revenue Funds	\$10,642,777	\$10,880,626	2.2
<b>GROSS FUNDS</b>	<b>\$22,683,451</b>	<b>\$24,192,097</b>	<b>6.7</b>

### Mayor's Proposed Budget

**Increase:** DFHV's Local funds budget proposal reflects a net increase of \$2,118,202 in the Operations program to align resources to provide continuing support for the DC School Connect program. Additionally, the Local funds proposed budget reflects an increase of \$908,798 and 1.0 Full-Time Equivalent (FTE) in the Operations program to align personal services and Fringe Benefits with projected costs.

In Special Purpose Revenue funds, the budget proposal includes an increase of \$303,736 across multiple programs to support personal services and Fringe Benefits with projected costs; and a proposed increase of \$240,424 across multiple programs will align the budget with projected revenues.

**Decrease:** DFHV's Local funds budget reflects a decrease of \$33,000 for cost savings for the Fixed Cost estimate for Telecommunications and Contractual Services adjustments.

In DFHV's Special Purpose Revenue funds budget proposal includes a decrease of \$306,311 for the Fixed Cost estimate for Security in the Agency Management program.

**Reduce:** DFHV's Local funds budget reflects a reduction of \$305,001 in the Operations program. This amount includes a cost savings of \$45,001 in the Transport DC program on the EventHub Event Sponsorship platform for event organizers with a virtual expo, and \$260,000 in ARPA - Federal Funds for Local Revenue Replacement funding in the DC Neighborhood Connect Micro Transit Restoration Expansion project.

**District's Approved Budget**

**Enhance:** The approved Local funds budget for DFHV reflects the following increases in the Operations program: an increase of \$500,000 to fund incentives, training, and technical assistance to support Wheelchair Accessible Vehicle (WAV) fleet requirements; and a one-time increase of \$200,000 to support the DC SchoolConnect program.

**Reduce:** The approved Local funds budget includes a reduction of \$2,118,202 in the Operations program to reflect cost savings in the DC SchoolConnect program.