GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF FOR-HIRE VEHICLES

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

TUESDAY SEPTEMBER 17, 2019

The Council met in Suite 2032, 2235 Shannon Place, S.E., Washington, D.C., at 10:00 a.m., Linwood Jolly, Chairperson, presiding.

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson
DAVID DO, Director
JEFFERY SCHAEFFER, Commissioner
DOTTI LOVE WADE, Commissioner

STAFF PRESENT:

CHAU TRAN, SECRETARY TO THE COUNCIL
NAKEASHA SANDERS-SMALL, ESQ., GENERAL COUNSEL
CHAIRPERSON JOLLY: Good morning. The time is 10:09. The date is September 17th. We are in 2235 Shannon Place Southeast and I would like to call this meeting to order. On our agenda is a moment of silence for those who are not here.

(Pause.)

CHAIRPERSON JOLLY: Thank you. Good morning and thank you everybody for coming out this morning. We are going to move right down this agenda rather quickly. So we will start by introducing our director --

DIRECTOR DO: All right.

CHAIRPERSON JOLLY: Who's got some great updates for us.

DIRECTOR DO: Great, well thank you so much, Linwood. And thank you the rest of the Council for being here this morning. I appreciate it. So we have a few updates. The first one on the agenda is the Digital Taxicab
Solution. And we have finalized our five providers this new fiscal year. And it's going to be Capitol Cab, DC VIP, Grand Cab, UVC, and Yellow. We also have an option for payment technology provider, which is going to be provided by Flywheel. Big news within this is that the DFHV meter will be sunsetting as of SEPTEMBER 30th, and we will be working at the account managers and DFHV will be working to transition all taxi operators who are still lingering in the process by the end of this month onto a new -- not the DFHV meter because it is going to be sunsetted -- but a new meter with one of the DTS providers. And we will be reaching out to remind them.

After three years, we have began hearing OAH cases again. So I just want to thank everyone involved in this process, including our Enforcement and our legal team. This wasn't an easy endeavor, but with the help of OAH the DMV and our department, we have succeeded in now hearing cases. There are going to be 35
scheduled per day. And so we have about a 1200-ticket backlog. It will be completed, I hope, within the next couple of months. And we will then start on the 2019 tickets. So we are at a good start. Anything to add, Nakeasha?

(No audible response.)

DIRECTOR DO: All right. The DFHV grants -- so I also want to thank my grant team. Excuse me, I am so sorry.

MEMBER WADE: That's okay. I do have a quick question regarding the -- the hearings. These are tickets that have been protested?

DIRECTOR DO: Correct. So these are tickets that -- that have been contested at OAH. These go back as far as 2016. And there was, I think, just a couple of disagreements between DMV and OAH and now we've figured it out. The -- the provider conduit is now on board and everything should be -- everything is being processed and going forward, so that's good news.

MEMBER WADE: Yes, absolutely. Okay, thank you.
DIRECTOR DO: Sure. The next item -- and -- is our Grants team. I definitely want to give them a lot of accolades because we have gone from a $7.3 million grant budget to $11.3 million budget this next year. It's -- it's not an easy feat when you have the same amount of staff members but you're expected to do more. So I very much appreciate that.

I appreciate the mayor for continuing the Transport DC funds of $5.924 million. And I also want to thank our partners, including the Department of Child Family Services, the Department of Aging and Community Living -- which is the -- holds the MedExpress Program, will be under DFHV -- the Department of Fire and Emergency Services, and of course the Mayor's Office on Veteran Affairs. The grant rewards will be announced in the coming weeks. And we are very excited to let the -- the awardees know where they are in the new fiscal year. So I appreciate, also, all the hard work of our grantees. Without them, these grants would not
be possible. So thank you.

And then finally -- any questions on that item?

MEMBER WADE: I always want to know a little more information for the public's purpose.

DIRECTOR DO: Sure.

MEMBER WADE: I was wondering if you could just identify a few of the types of grants. And I know you said our partners, so can you just --

DIRECTOR DO: Sure. So, our biggest grant is the Transport DC Grant. And it provides people who have disabilities with the ability to traverse our city -- to go to doctors' appointments, to go to grocery stores, to go to other needs for their daily activities. And so we're very excited about that. MedExpress is also a program that -- that is similar to Transport DC but provides medical transportation for our senior community. So those are just two of the programs. We also have the Fire and Emergency Services, which is non-emergency
medical transportation, so that we can alleviate
the stress on our emergency responses and provide
additional transportations and infrastructure to
-- to our Fire and Emergency Services sector. So
there is a lot of grant programs that really help
the city overall. And it builds upon the needs
for our residents, and the needs of
transportations for everyone.

MEMBER WADE: Thank you.

DIRECTOR DO: Sure. All right. Any
other questions? Jeff, you want to add anything
--

MEMBER SCHAEFFER: No.

DIRECTOR DO: -- as a Transport DC
provider?

MEMBER SCHAEFFER: I think you covered
it all. It's for seniors and disabled. The
volume is quite extensive in that. The only
other true program for it is veterans where they
can ride the -- and the Child and Family Services
where we take kids who are in foster care to
schools in D.C.
DIRECTOR DO: So there's a lot of good programs out there that DFHV runs. And so I am very appreciative of not only our partners, but the Mayor and the City Council for providing those funds to make sure that they can continue. And the last item on my agenda is -- is that we have added a lot of new staff. So when I call your name, you can raise your hand or stand up real quick. We have Shalonda.

(Applause.)

DIRECTOR DO: She's our -- now our supervisor for HR. We have Eileen Perry. Okay, she's not here. But she's also our Human Resource specialist. Charles Davis?

(Applause.)

DIRECTOR DO: He's our program analyst. Sherita McMillian?

(Applause.)

DIRECTOR DO: Hello. She's helping run this program today.

(Laughter.)

(Applause.)
DIRECTOR DO: Tyren Stover? There you go.

(Applause.)

DIRECTOR DO: All the way in the back. Dustin Williams? Not here. But he's our machinist, and he's part of the Complaints team. And Sebastian Duncan. He just started today.

(Applause.)

DIRECTOR DO: So welcome. So thank you so much for joining our agency and working on behalf of the District residents. I very much appreciate that. I am going to turn it back to Chairman Jolly.

CHAIRPERSON JOLLY: Well thank you. And welcome to all the new members and colleagues of the Department of For-Hire Vehicle. And Director Do, congratulations for finding such talented folks --

DIRECTOR DO: Thank you.

CHAIRPERSON JOLLY: -- to join this organization. At this point we're going to go to action items. And our general counsel, Nakeasha
Sanders, will take a moment and handle some administrative business.

GENERAL COUNSEL SANDERS-SMALL: Thank you, Chairman. So in our executive session yesterday the Council was reminded that we are due to vote for -- to elect or reelect a new chairman. And so that is the action item that we need to do today. It needs to be conducted pursuant to the Open Meetings Act here in an open forum. And I wanted to raise that to the Council so that you can decide how you want to proceed. If you wish to conduct an election now with the majority of the members present, that is certainly within your rights to do so. So with that, I turn it back over to you, Chairman.

(Simultaneous speaking.)

MEMBER WADE: Yes, well I would like to nominate Chairman Jolly for reelection for another term.

MEMBER SCHAEFFER: I second.

CHAIRPERSON JOLLY: Thank you, that's great -- all in favor?
(Chorus of aye.)

CHAIRPERSON JOLLY: None opposed?

(Laughter.)

CHAIRPERSON JOLLY: Let the Chair roll on.

PARTICIPANT: Congratulations.

CHAIRPERSON JOLLY: Thank you.

(Applause.)

CHAIRPERSON JOLLY: So everybody here, particularly the new members of the Department of For-Hire Vehicles, we represent the Advisory Council. We're actually a larger organization. You see a lot of names here. A lot of the members aren't present. Some of the members are changing out. Particularly the two representatives from Tourism. Director Do is working on that. We're working to identify new members.

But basically, we do these quarterly meetings. And our role is to advise the director and his senior team on issues that we're hearing out there in the industry. From time to time
you'll see a lot of members from the taxi, or the TNC industry come in and they testify. Previously, when we were Taxicab Commission, we were much more formal. And we didn't have the ability to have conversation back and forth. But now that we're an advisory council we've shifted that. And what you see, and what you'll see going forward, is more interaction with the industry that comes in and they talk about issues. And I think the most compelling part of what we do here is, you know, this is a forum where you can talk directly, not only with the advisory members that advise -- obviously, the director and his staff -- but you also can talk directly to the director.

And, you know, there was a time when we used to have a lot of security in this room when we had industry talking to folks. But that has gone away. And Director Do has done a great job of engaging with the industry in a public forum and -- and answering questions about issues that we see in the industry. So I just give you
that background so you see what we do.

We also are going to continue doing some very interesting things. And Director Do and Advisor Dotti Wade are about to co-chair Department of For-Hire Vehicles in your wards. So we've done one in Ward 4 about a year and a half ago. We had about 75 people. We basically took this meeting to Ward 4 and we had it at 6:30 in the evening to give residents a chance to come out. And you would be amazed at the amount of participation that we had. And the amount of information that was conveyed to residents. They hear about the Department of For-Hire Vehicles, but the -- the majority of them, they remember the Taxicab Commission. So we are going to go into Ward 1, and hopefully some of you all will be able to join us on that. And we haven't scheduled a date yet, but as I said, Advisor Wade and Director Do are co-hosts. I believe both of you are Ward 1 residents, right?

MEMBER WADE: Absolutely.

DIRECTOR DO: I grew up to Ward 5.
(Simultaneous speaking.)

CHAIRPERSON JOLLY: You're in Ward 5?

Okay, you just moved. You snuck out of there.

DIRECTOR DO: I used to live in Ward 1. And actually, I used to live very near Dotti.

MEMBER WADE: He did.

(Laughter.)

CHAIRPERSON JOLLY: So those are some things you'll see. And then, we also want to do something in Ward 7 and 8, and we possibly would use this facility here. So, that's just a commercial break on what we do and the value we think we bring. And when we advise the director and senior staff, we do it in this format here. We have a court reporter here so there's a record of what we discuss. And that is our way of communicating. So that fulfills our mandate. So we are in accordance to what we're supposed to be doing for the District of Columbia. So at this time, we'll move to public comment. Ms. Chau, has anyone -- has anyone registered for public comment?
SECRETARY TRAN: No, I haven't --

CHAIRPERSON JOLLY: There are no

names? Okay, if there are no names. I see some

folks from the industry here. Are there -- is

there anyone that would like to comment on any of

the issues that you've heard today? There is

one. You -- feel free -- you can come up.

(Pause.)

MS. HODGES: Hello, my name is Doreen

Hodges. And it's spelled D-O-R-E-E-N as in

Nancy, H-O-D-G-E-S as in Sam. I am a Ward 8 and

also a business owner of an organization known as

Family Voices of the District of Columbia,

Incorporated. We do healthcare advocacy and

provide resources as support for families of

children with special healthcare needs or

disabilities between the ages of zero and 26

years of age.

I come to you today just at the --

following up on some things that I notice with

regards to the -- the Advisory Council, number

one. I see less, or no representation of people
with disabilities as members of your Advisory Council, and would ask in your search of looking for that, Director Do, that you possibly include that and look at the ages of at least maybe 17 -- maybe as young as 14 years old, students with disabilities and special healthcare needs up to, you know, 26 or so within our organization. We focus on those that have intellectual disabilities and also physical disabilities.

But those that use the DC For-Hire in the program that you speak of -- or the programs that you spoke of today. So I would encourage you to reach out to some of those youth. And then also some of the adults itself -- their families itself. Or individuals that are of age that would love to participate. If you need maybe some names or agencies, or so forth and so on, how to -- to access some of those individuals that have been trained by our organization on how to participate in advisory councils, we are happy to do so and provide those to you because we do want a meeting with you also, too.
Another comment that we would like to express today is looking at the -- the foster care transportation -- or grant program that you have, we have been doing a pilot project on -- just starting earlier this year -- kind of in the latter part of the school year in 2019 and continuing on now -- and looking at reducing the amount of children that ride on the yellow school bus, and using your organization -- excuse me, using your agency and some of those providers that are within -- or even new providers that are trained and skilled and that have the same kind of forte with regards to having a driver and a -- a trained attendant to work with the children on that bus -- or on -- on the -- on the transportation. We had about 50 children so far that we have piloted with, with regards to driving them in minivans -- also sedan cars. Kind of reducing that minivan and kind of creating that small environment for children to develop social skills, build their self-esteesms with children that are in their schools and --
and develop friendships, even though they might be in different wards of the city. But they kind of fit some of the characteristics. We dig down a little bit more in detail with regards to that.

And we're finding that children are arriving on school on time. They're happy when they get in. The stigma is slowly starting to release off of them about being on the short bus, or on yellow bus. They're meeting new people -- new adults, new families and so forth and so on. And we would look -- well, we would ask and can share more information with our data on that about how possibly that can be something that maybe your agency could speak to OSSE, DOT -- or either the Deputy Mayor for -- the deputy of Health and Human Services, Mr. Wayne Turnage, who does the Medicaid which school is billed underneath the Medicaid system as a funding stream, to look at maybe piloting that -- maybe continuing that and moving forward with that for the new year. Because our children deserve better. And they also deserve the opportunity to
be able to be integrated, or as they say
included, into the environment. And I am telling
you, Director Do, that if you have an
opportunity, we would extend that to you to
possibly ride with some of our children in this
quest that we're going forward on.

We use -- as the attendants, we not
only use trained individuals that might be
trained in behavior techniques since we have kids
that have behaviors and so forth and so on -- but
we also use those -- those youth that are now 18
years old that may have came out of the school
that are diagnosed with disabilities, whether it
is intellectual or developmental disabilities --
to be the attendants. So then that creates the
job force, also, for those individuals. And it
also works on -- it's kind of generated --

PARTICIPANT: You have 40 seconds
left.

MS. HODGES: Okay -- and it's also
generated off of their ISPs, IEPs. I thank you
for the opportunity to briefly share what -- the
ideas I had, and hope that you take my comments serious. And I look forward to meeting with you in the future.

DIRECTOR DO: Definitely.

CHAIRPERSON JOLLY: Why don't you hang on for a minute, because we might have some questions for you.

MS. HODGES: Oh.

CHAIRPERSON JOLLY: We start with the Director.

DIRECTOR DO: So this is a pilot program through OSSE that you --

MS. HODGES: No, we did it on our own. Our organization did it on our own with some funding that we had achieved from other various organizations and such. Something very small. No more than like $5,000 that we did it. And we just recruited -- we did some Uber drivers. We did some Lyft drivers. And then we used a transportation company that is underneath -- subcontracted underneath the Medicaid organization.
DIRECTOR DO: Okay, well, I would definitely love to hear more, Ms. Hodges. I will ask Chau to get your information so that we can set up the meeting. On the other side, to -- I would suggest bringing the people you represent to some of our meetings -- the Transport DC Task Force meeting and the ACC meetings that Jerry has information on. And he will share with you at the end of this meeting. And then -- then you can -- we can also talk about how we can get some of your -- some of your students, or the people with disabilities that you serve -- onto our council as a whole as well. But there is a lot of opportunities to get your voice heard. And we would definitely like to share and encourage you to participate in those mediums.

CHAIRPERSON JOLLY: I'll start with Jeff?

MEMBER SCHAEFFER: Yes, I was going to mention the Accessibility Advisory Committee as well. There's a different group -- it is all of the members -- or the majority of the members are
either -- either have a disability, or have -- drivers for people with disabilities. There's -- it's made up of transportation providers and drivers that have been utilizing the -- the grants who are trained in CPR and first-aid and wheelchair certifications. But they're looking for growth as well. So I can get you information for that for the Accessibility Advisory Committee. And some of those members could join. And they'd welcome -- they're looking for a large pool of people.

MS. HODGES: That's fine, no problem.

CHAIRPERSON JOLLY: Dotti --

MEMBER WADE: No, thank you.

CHAIRPERSON JOLLY: Thank you -- thank you for coming.

MS. HODGES: Okay, thank you.

(Simultaneous speaking.)

DIRECTOR DO: Thank you, Ms. Hodges.

We appreciate it.

CHAIRPERSON JOLLY: Is there anybody else?
(No audible response.)

CHAIRPERSON JOLLY: All right, well the time is 10:30 and this meeting is adjourned.

Thank you for coming.

(Whereupon, the above-entitled matter went off the record at 10:30 a.m.)
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In the matter of: Council Meeting

Before: DC DFHV

Date: 09-17-19

Place: Washington, DC

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Court Reporter