

GOVERNMENT OF THE DISTRICT OF COLUMBIA

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DEPARTMENT OF FOR-HIRE VEHICLES

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PUBLIC MEETING

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TUESDAY
JUNE 18, 2019

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The Public Hearing took place in Suite 2032, 2235 Shannon Place, S.E., Washington, D.C., at 10:00 a.m., David Do, DFHV Director, presiding.

STAFF PRESENT:

CHAU TRAN
NAKEASHA S-SAMLL, ESQ., GENERAL COUNSEL
SHERRITA McMILLAN

C-O-N-T-E-N-T-S

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1 P-R-O-C-E-E-D-I-N-G-S

2 10:09 a.m.

3 CHAIRPERSON JOLLY: Good morning. The
4 time is 10:05. We're at 2235 Shannon Place SE in
5 the hearing room, Suite 2032. I would like to
6 call this meeting to order.

7 The first item on our agenda is a
8 moment of silence.

9 (Moment of silence.)

10 CHAIRPERSON JOLLY: Thank you. Good
11 morning and thank you for everyone who has taken
12 time out of their schedule to be here today. Our
13 meeting will probably move rather quickly today.

14 Our first order of business is roll
15 call. We do have a quorum so we'll move forward
16 with that. The next would be our member opening
17 remarks. I would like to start with Adviser
18 Wade.

19 You had a few notes from the executive
20 session yesterday that you would like to just
21 briefly touch on before we get started. I know
22 Director Do will sort of do it overview general

4

1 thing but you wanted to start first so we'll
2 start with you.
3 MS. WADE: Well, actually, we can
4 actually discuss this when we come to the vehicle
5 age extension because I do have some comments on
6 that.
7 CHAIRPERSON JOLLY: Okay. We'll let
8 you tag on after the director does his part.
9 MS. WADE: Right. I would like to
10 thank you public for coming out and supporting
11 us. We can't be successful without your input
12 and feedback so thank you very much for coming
13 out.
14 CHAIRPERSON JOLLY: At this time let's
15 go right to our magnanimous director David Do and
16 have you do your update for us, please.
17 DIRECTOR DO: All right. Good
18 morning, everybody. Can you hear me? The DFHV
19 first wants to welcome a few of our new team
20 members including Eileen Perry. I don't see her
21 in the room. She's our new HR specialist.
22 Charles Davis, our program analyst. He's not

6

1 However, we're not interfering with
2 the practices of the TNC companies themselves.
3 It's going to be totally separate and the status
4 quo will remain on that.
5 Just a couple of notes on this program
6 is that --
7 MS. WADE: Just a real quick question
8 on that.
9 DIRECTOR DO: Sure.
10 MS. WADE: I know that the other
11 vehicles for hire have their licenses for Lyft
12 and Uber. Will the cabs be displaying those and
13 the dome top lights?
14 DIRECTOR DO: Correct. Right now we
15 have agreements with Lyft and Via. Their trade
16 dresses will be shown so the trade dress is
17 either the Lyft symbol on the front of the
18 vehicle. They just let us know in advance where
19 they put those trade dresses.
20 Usually Uber is on the passenger back
21 rear side on the window. Then Via is a big
22 sticker on the side of the vehicles. Yes, they

5

1 here either.
2 Sherrita. Sherrita is here. Can you
3 wave Sherrita? Then Tyren Stover. Those are our
4 new team members. We are very excited to have
5 them on board. At this point we're very close to
6 a full team so I'm very excited about that.
7 We'll get right into it. The first
8 thing I want to discuss today and to let the
9 FHVAC members know is the universal operator
10 license. We're exploring a new license and we're
11 working in conjunction with some of the TNCs.
12 We're still in discussions with Uber but I think
13 we've reached an agreement with both Lyft and Via
14 on how taxi drivers can perform on both
15 platforms.
16 In Mode A it would be on a taxi mode
17 which is regulated by our industry. Then Mode B
18 it will be their personal vehicle time so it's
19 going to be separate times, but we reserve the
20 right to enforce any violations during this
21 period as they traditionally would operate on
22 their private and public side of the coin.

7

1 are still required. Anything that is required
2 regulatorily by the law, they still have to
3 comply. It's just going to have both symbols
4 now.
5 MS. WADE: I just want to be clear.
6 The public could be potentially confused like I'm
7 getting potentially confused.
8 DIRECTOR DO: Okay.
9 MS. WADE: If they are on Via's
10 platform and Lyft's platform, they have to
11 display those two symbols as well as the lighted
12 dome?
13 DIRECTOR DO: Correct. So they have
14 to turn off their lighted dome while they are
15 operating as, let's say in this case, Lyft. What
16 I'm allowing and why the point of all this is
17 that I want to increase economic opportunities.
18 MS. WADE: Absolutely.
19 DIRECTOR DO: Our studies have shown
20 that 40 percent of the time a taxi cab is
21 occupied. We're hoping that now if they don't
22 have a street hail, that they can turn on one of

1 the apps that the providers have and get a ride
2 that way.

3 This also allows, for example, a taxi
4 company to rent to a TNC or a taxi driver at the
5 same time or one by one, whatever they see as
6 beneficial.

7 But, I mean, there's warnings to that
8 like you said yesterday at the executive session.
9 The vehicle age and mileage requirements will
10 still apply to the taxis. They can always remove
11 the trade dresses and dome light and everything
12 else and become a TNC and get to that 10-year
13 minimum, but we are still part of the eight years
14 or 175,000 miles. I'll get into details about
15 that in a little bit.

16 So, like I said, if a taxi operator is
17 on a TNC call, their dome light must be off. If
18 a taxi operator operates in another jurisdiction,
19 they need to prove they are operating on a TNC
20 platform because outside of the airport you
21 cannot pick up and drop off in surrounding
22 jurisdictions. You cannot pick up, I'm sorry, in

1 airport does or does not. If they want to queue
2 up with the taxis they must still pay that fee.
3 If they want to queue up with a TNC, those
4 business practices --

5 CHAIRPERSON JOLLY: They have to work
6 through the TNC. I got it. Great. Okay. Thank
7 you.

8 MR. DAGNEW: So explain to me this
9 universal license. What does that mean?

10 DIRECTOR DO: So a universal operator
11 license is going to be the same price. I don't
12 know the actual price yet but it's not going to
13 be more than a face ID.

14 Basically it just allows you to
15 operate on the platforms that I described
16 including having a face ID. It's your face ID
17 normally plus the ability to work on these
18 platforms.

19 MR. DAGNEW: So drivers must pay
20 another fee to obtain another license to drive?

21 DIRECTOR DO: No, the universal
22 operator license is the same as a face ID. They

1 surrounding jurisdictions.

2 MS. WADE: But the others can?

3 DIRECTOR DO: The TNCs, yes, they can.

4 You need to prove to those jurisdictions that you
5 are picking up Uber, Lyft -- sorry. I can't say
6 Uber -- Lyft or Via. Potentially we're working
7 with the regulatory side to try to make this
8 happen.

9 MS. WADE: Thank you.

10 DIRECTOR DO: Any other questions
11 about this?

12 CHAIRPERSON JOLLY: Quick question.
13 Some of the taxis I know now pay the fee at the
14 airport. What is the airport fee to get a
15 license?

16 DIRECTOR DO: Get a license, right.

17 CHAIRPERSON JOLLY: Is there is a
18 similar fee if they are working in the TNC mode?
19 If they are working for Lyft or Via, is there a
20 pathway for them to do Via or Lyft ride?

21 DIRECTOR DO: So I'm not getting into,
22 for example, the business practice of what the

1 are interchangeable. You can now get a face ID
2 and operate just a taxi, same price, or you can
3 get a universal license and operate as your face
4 ID, too, and as Lyft and Via. There is no price
5 increases.

6 MR. DAGNEW: Now a technical issue.
7 As a taxi cab driver am I allowed to do both?
8 I'm just giving you an example. Drive a taxi,
9 street hails. In the meantime put my gadget on,
10 see if I can have a fare, and I would do both at
11 the same time. Can I do that?

12 DIRECTOR DO: You can do it co-
13 currently. If you have an e-hail, then you have
14 to turn off your dome light. If you have a
15 street hail, you have to turn off your app.

16 MR. DAGNEW: This is what I'm saying.
17 That is confusing right there. Now we are
18 talking about progress of everybody has to be in
19 compliance with your meter on. Now, if I have an
20 e-hail, that means I need another switch to make
21 it on and off inside my car. Is that how it
22 works? We have to shut that light off for an e-

1 hail.

2 DIRECTOR DO: Right. With the new AI

3 regulations you need to have the ability to shut

4 off that dome light -- your dome light remotely.

5 MR. DAGNEW: When you pick up a

6 passenger automatically it goes off. That is in

7 progress?

8 DIRECTOR DO: Yes.

9 MR. DAGNEW: Tell me about the e-hail.

10 DIRECTOR DO: So that's part of -- I

11 mean, the onus is going to be on the driver to

12 turn off the dome light no matter how you

13 operate. I'm not going to tell you how to turn

14 it on or off, but you need to follow the rules

15 and regulations of the new AI.

16 MS. WADE: That's minor when you

17 consider the fact that now you are able to

18 actually increase your ridership to hit a little

19 button.

20 MR. DAGNEW: Why is this even our

21 issue? If the driver wants to sign in to e-hail,

22 just do so independently. Why do you have us do

1 We are confusing one another. If we

2 are competing and this regulation would come up,

3 somehow we say we'll get this regulatory

4 authority to regulate Uber. What are we going to

5 say about what we're doing now?

6 DIRECTOR DO: As the regulatory

7 framework changes, we'll work with that. Right

8 now this is the framework we're working in. This

9 is what is available to us and it's working with

10 the individual TNCs to make this happen.

11 I mean, again, this is an optional

12 program. It doesn't diminish your business but

13 increases your business and that is at the end of

14 the day my goal. It's to provide more economic

15 opportunities for our drivers and more options.

16 If you as a driver don't want to

17 participate, you're not required to. What we're

18 saying is, hey, 40 percent of the time we see

19 that you have a passenger in there via dispatch

20 or street hail. Now you have another option to

21 do business.

22 During maybe a slow time you might

1 it? We cannot do anything. It is between the

2 driver and the e-hail company. Why is it even

3 our issue?

4 DIRECTOR DO: So we're just working

5 with the e-hail company to allow this and they

6 have prohibited this type of experience in the

7 past. We're making a break through with the

8 companies working with them to provide more

9 economic opportunities.

10 At the end of the day, we're not going

11 to change any practices of any driver. If you

12 want to remain on a face ID, that's your

13 business. If you want to get a universal

14 operator license, same ID including taxi license

15 within it, you can do that. It's not one or the

16 other and it's not an additional cost for anyone.

17 It's just one option.

18 MR. DAGNEW: Pending a regulation

19 about this shared riding, it has conflicts here.

20 We are competing for the solutions. We are both

21 competing for one another, taxi versus for-hire

22 vehicles.

1 catch an e-hail and that's to your advantage.

2 It's not this or that. We're not taking anything

3 away from anybody. We're just enhancing your

4 ability to be more efficient and to operate and

5 get more money at the end of the day.

6 Jeffery.

7 MR. SCHAEFFER: Thank you. Jeffery

8 Schaeffer. As a fleet operator, I think it's

9 wonderful because I've actually seen drivers, as

10 you stated, are competing and feel they have to

11 go one or the other.

12 The TNCs would never allow taxis in so

13 I've seen drivers take their vehicles out of

14 trade dress and pay \$300 or \$400 to paint their

15 car all one color to be allowed to use it for

16 TNC. Then find out all that glitters wasn't gold

17 and come back and go back into a taxi.

18 Now it actually allows that driver to

19 stay in the fleet and work both sides. I just

20 had two questions. Lyft and Via, if appears, are

21 willing to allow the taxis to work but Uber has

22 not yet?

16

1 DIRECTOR DO: We're working on that.
2 It's not like it's a complete no.
3 MR. SCHAEFFER: Okay. So it's
4 possible that Uber will allow it as well?
5 DIRECTOR DO: Yes. I would hope that
6 we can work through their concerns to make sure
7 we can get this done.
8 MR. SCHAEFFER: The only other
9 question is you stated the license is the same
10 fee. Do the drivers have to wait until one
11 expires to purchase another one or can they trade
12 one in if they want to start sooner or will they
13 have to purchase?
14 DIRECTOR DO: I'll look into the
15 details as we get to that point. I'm hoping to
16 have it --
17 MR. SCHAEFFER: Yeah, maybe if there's
18 only six months left and they want to swap out or
19 something for some kind of nominal fee just to
20 cover the expenses.
21 DIRECTOR DO: Maybe not even a fee.
22 MR. SCHAEFFER: Okay.

18

1 CHAIRPERSON JOLLY: I would say that
2 if I go back four years ago when we tried this
3 same idea, it was called X-class, and a lot of
4 you all remember that, it died on the vine. The
5 regulatory framework wasn't there and the TNC's
6 decision. I think the fact that directly you've
7 got it done now that's a huge leap. I mean,
8 congratulations are in order.
9 Dawit, I think to your point, as I sat
10 here and listened, yes, if I'm a taxi driver and
11 I'm driving in the mode of my meter and I do get
12 indication that there's an e-mail, then I do have
13 to find a way to turn the meter off. I switch
14 off the digital meter but that dome light doesn't
15 go out. I have to figure that out. Those are
16 some of the logistics we have to work out.
17 I think overall if I'm that same taxi
18 driver and I'm not getting e-hails and I'm just
19 driving around or I'm sitting in line at a hotel
20 for an hour or two and I get an e-hail, that's
21 business and I'm going to make some money. The
22 logistics of it, you know, we have to work that

17

1 MS. WADE: So the willingness of Via
2 and Lyft to now work with taxis is an indication
3 of what I've been saying all along. It's really
4 difficult to get a name tag. It's easy to get
5 but it's difficult to maintain part-time drivers,
6 whereas taxi drivers are considered professional.
7 That shows to me that they are willing to open up
8 and add more jobs to their queue.
9 DIRECTOR DO: Correct.
10 MR. SCHAEFFER: Well, let's not be
11 naive. There is also another factor involved and
12 it's called wheelchair accessible vehicles.
13 MS. WADE: Right. Absolutely.
14 MR. SCHAEFFER: Via and Lyft are
15 salivating at the wheelchair accessible vehicles
16 that they now can persuade to come in and join
17 our system when the written rule before was if
18 you have a taxi, you can't even think about that.
19 Now it allows them to -- we can get the
20 wheelchair people.
21 MS. WADE: Right.
22 MR. SCHAEFFER: Just another point.

19

1 out with drivers.
2 MS. WADE: Absolutely.
3 CHAIRPERSON JOLLY: I think the
4 Director made a good point. He's opened up the
5 opportunity but drivers will have to use some
6 innovation and I think there is some level of
7 conversation that drivers will have to have with
8 respect to the TNCs that they choose to work
9 through.
10 Jeffery.
11 MR. SCHAEFFER: I was just going to
12 say as far as the light, I think it's important
13 to put on the record, as Ms. Wade said it's very
14 minor, that you can put a kill switch directly to
15 that light for \$15 or \$20.
16 MS. WADE: Right.
17 MR. SCHAEFFER: It's just a toggle
18 switch with a wire straight to that light. You
19 just have to remember to turn it off every time
20 you get an electronic hail but expense wise it
21 would not --
22 MS. WADE: That's easier than having

20

1 to write down your destination like in the old
2 days. Things are so much easier.
3 CHAIRPERSON JOLLY: Mr. Director.
4 DIRECTOR DO: Okay. All right. The
5 next thing is the sunset of our support for DFHV
6 meter. As you know, last year we went into the
7 digital meter age and there were a few meters on
8 the market including iCabbi, Curb, and then the
9 third option was DFHV meter.
10 We are sunsetting the support for that
11 meter but we are also bringing in a bunch of new
12 meters. The three companies that are going to be
13 affected are finding new options so we're working
14 with them to diligently make that happen.
15 The sunset occurs on August 31st.
16 September 1st there's going to be new meters, new
17 DTSs out there supporting our driving industry.
18 That's just an FYI. Any questions on that?
19 CHAIRPERSON JOLLY: One question and
20 we preliminarily started discussing this. In
21 Title 31 -- we don't have to do it here today but
22 there are different -- there's 2.65 for the DTS

22

1 DIRECTOR DO: Let me look into that.
2 Thank you.
3 The next item on the agenda is the
4 vehicle age extensions. This has been the talk
5 of our council for, I think, awhile. We have
6 come up with, I think, a good compromise that
7 helps us hit all the points that we wanted to
8 with the vehicle age limit.
9 Basically the outline here is that you
10 can drive your vehicle up to 10 years if you have
11 175,000 miles or less and you pass a 150-point
12 inspection. We have had drivers come in and
13 successfully do this and we are very excited that
14 it's a program that is working and putting money
15 back into the hands of our drivers, the pockets
16 of our drivers.
17 We are also incentivizing, I think,
18 the public good by also making EVs and wheelchair
19 accessible vehicles 10 year age limit no matter
20 the mileage. We have had a struggle to maintain
21 the wheelchair accessible vehicle fleet.
22 Also as we enter towards a more green

21

1 and square at 2.75. Correct?
2 DIRECTOR DO: Yes.
3 CHAIRPERSON JOLLY: We just need to --
4 MS. WADE: Square?
5 CHAIRPERSON JOLLY: Square 2.75 and
6 DTS 2.65. We would like to find a way to
7 standardize that.
8 MR. SCHAEFFER: I think the way it was
9 written it was 2.75 and you had to -- there was
10 something at the beginning of the language if you
11 used an alternative meter, you have to beat that
12 rate.
13 CHAIRPERSON JOLLY: Which is where the
14 2.65 came in. There are still different
15 companies. Some are at 2.75 and some are 2.65.
16 MR. SCHAEFFER: Correct. And then I
17 guess the overall goal in the new application I
18 believe you can't go over 2.75 as well.
19 CHAIRPERSON JOLLY: Mr. Director, I
20 guess our input on that would be is there a way
21 as some point in time to look at standardizing
22 that. Or, if not, we'll clarify the language.

23

1 fleet overall, especially with the goal that the
2 council set by 2042, our entire fleet must be
3 electric by 2042. That's 25 years away. We need
4 to start making incremental gains towards that
5 goal. We hope that these incentives will help
6 drivers to get electric vehicles and wheelchair
7 accessible vehicles.
8 Questions?
9 MS. WADE: Yes, this is the area that
10 I wanted to make sure that the drivers were
11 aware, that if you do use your vehicle for other
12 platforms, you don't get a waiver. All of your
13 miles are inclusive.
14 DIRECTOR DO: Correct. It's the
15 odometer.
16 MS. WADE: Odometer.
17 DIRECTOR DO: Odometer reading that we
18 count on, not any other readings.
19 MS. WADE: Right.
20 DIRECTOR DO: There are a few exciting
21 grant programs within DFHV that I want to let the
22 public know that we have released in the last few

1 weeks. The first program is called Taxi-to-Rail.
2 It is for residents and visitors of east of the
3 river.

4 Basically what we know is that many of
5 our residents east of the river have faced a more
6 than 15 minute walk to the Metro stations. This
7 is helping to solve the first and last mile
8 problem of connecting people to our transit east
9 of the river.

10 Basically we've worked with Yellow Cab
11 and with UVC to provide more taxis east of the
12 river. It's a \$3 program and it can take you to
13 and from Metro stations east of the river.
14 Basically anyone can use it. You call the phone
15 number, (202) 727-3T2R to get a ride.

16 Basically what I have envisioned this
17 as is you take the Metro to Congress Heights, you
18 go for a concert or a game, and then maybe you
19 may want to go from the Congress Heights Metro,
20 which is next to the Entertainment and Sports
21 Arena, and go to Bus Boys and Poets in downtown
22 Anacostia, and then go back to the Metro station

1 and get home using the Metro station.
2 What we wanted to do and the goal of
3 this is to find synergies between our for-hire
4 industry and our transit community. We've been,
5 I think, very successful since watching it about
6 three-and-a-half weeks ago having about 60 rides.
7 We just continue to hope that this gets adopted
8 more widely.

9 We have funding for this pilot to
10 continue through this fiscal year and we've done
11 outreach to both of the council members in Ward 7
12 and 8. Also the ANCs, neighborhood listers,
13 social media, community events, senior centers,
14 recreation centers.

15 If you all have any input on how we
16 can reach out to more residents, that's always
17 going to be helpful. You can say it now or you
18 can talk to me after the meeting.

19 MS. WADE: I need some more
20 information on that.

21 DIRECTOR DO: Okay, sure. I don't
22 know if we have information on the program but

1 we'll try to get some flyers down here.

2 MS. WADE: So the \$3 is to take you
3 anywhere from --

4 DIRECTOR DO: A Metro station.

5 MS. WADE: -- from a Metro station
6 east of the river to your destination.

7 DIRECTOR DO: Correct. There's eight
8 that are qualified, seven or eight.

9 MS. WADE: That's a good deal.

10 DIRECTOR DO: Yes, and we subsidize
11 the rest.

12 MS. WADE: And this is the pilot?

13 DIRECTOR DO: This is the pilot. I
14 can't answer any additional questions.

15 MS. WADE: I was just -- the \$3 sounds
16 really like a great option.

17 DIRECTOR DO: So we're working with --

18 MS. WADE: Instead of the bus.

19 DIRECTOR DO: Um?

20 MS. WADE: Instead of the bus.

21 DIRECTOR DO: Yes. So, I mean, like
22 sometimes we want folks to use any option that is

1 available to get them to and from anywhere that
2 they see fit. This just adds to the
3 transportation network so whatever they want to
4 use, it's just an additional option for them.

5 MS. WADE: It keeps us in the mix.

6 DIRECTOR DO: Yes, that's right.

7 Since you're really helping to fix the
8 transportation disparities that are obvious in
9 Ward 7 and Ward 8. You're a driver so let me ask
10 you this. Is that enough of an incentive for
11 drivers to now start focusing on Ward 7 and 8?

12 MR. DAGNEW: That's a good question.

13 Maybe Jeff would be the best person to ask.

14 DIRECTOR DO: Jeff, what do you think?

15 MR. SCHAEFFER: I think it gives work
16 to Wards 7 and 8, but I don't know if it will
17 actually have a lot of drivers head over because
18 it's new and marketing --

19 DIRECTOR DO: But it's at the Metro so
20 would they at least focus more on Metro stations
21 in 7 and 8?

22 MR. SCHAEFFER: Yes, I'm sure certain

1 drivers in the two fleets are aware and going
2 around the Metros more so you should see a spike
3 in cab ridership from those Metros during the
4 period of this, absolutely. As Ms. Wade said,
5 it's very reasonable price.

6 DIRECTOR DO: And we're working with
7 UVC in order to have web booking and also app
8 booking in the near future. Both Yellow and UVC
9 have an app-based portion so we hope to utilize
10 that to get more riders.

11 MS. WADE: Would this be a regular
12 hail or would you have to --

13 DIRECTOR DO: You would have to
14 preschedule it with the companies. Right now
15 it's calling the phone number but soon you can do
16 it on the net. I always suggest that you
17 schedule it with the individual companies to make
18 sure that you are going to get a ride. Here are
19 some of the flyers.

20 The next grant program that we're
21 working on is another first-and-last-mile
22 solution. We're working with Transco, Jeff's

1 group. It's called DC Microtransit. It's a
2 shared ride service and it's in partnership with
3 not only Transco and Via, but DFHV. It covers a
4 lot of Ward 5, Ward 1, and Ward 4.

5 There's no set schedule or route that
6 you have to follow. It's an on-demand service.
7 So basically you go onto the Microtransit DC app
8 and request a ride. We're aiming for a six
9 minute response time from one of these eight-
10 passenger vans. It's operational seven days a
11 week and right now it's free through September
12 30th.

13 It's Share Ride and it's in a van. We
14 have about six vehicles that are operating
15 throughout the zone as of today. The hours are
16 6:30. They start at 6:30 and end at 12:30 on the
17 weekdays, 7:00 a.m. on Saturdays to 1:30 a.m.
18 Then it starts at 8:00 a.m. on Sundays and go
19 through 12:30 a.m. on Sunday evening.

20 This was launched in late May and it's
21 very exciting because we've seen a lot of trips.
22 I want to thank Jeff for working so closely with

1 me to make this program a successful. I think in
2 the future innovative things like this is what is
3 going to be part of the evolution of what the
4 for-hire industry is all about. Thank you so
5 much.

6 Do you have anything to add, Jeff?

7 MR. SCHAEFFER: No, I think you summed
8 everything up. Right now it's a very big zone.
9 We're going all the way from Georgia and Eastern
10 all the way through Ivy City. The original fare
11 in the zone was \$3.00 anywhere in that zone. As
12 the Director added, it's free until September
13 30th.

14 We're excited. There are six vehicles
15 working it now. They are eight-passenger
16 vehicles and we should be getting a couple more
17 vehicles in the near future. I'm just excited
18 working with it. We've had some challenges.

19 It's run by Via. We still have people
20 calling in but we're working all those out and
21 trying to take people who are unbanked, people
22 who don't have smartphones as well, and working

1 them all through the system so it's inclusive of
2 everybody.

3 CHAIRPERSON JOLLY: I took a ride on
4 the Georgia Avenue Microtransit and I talked to a
5 lady who was on there and I asked how she found
6 out about it. She said that her son found out.
7 I said, well, how do you think this could be
8 better advertised? You know what she told me?

9 She said she goes to several senior
10 exercise classes at like Fort Sevens. She said
11 you've got to advertise with some of the DPR rec
12 centers because that's where she goes during the
13 day. Then she said if you don't do it there, you
14 should go to some of the senior centers.

15 She was shocked that I was on there.
16 She was like aren't you a little young for this?
17 I said I don't think this is just for seniors.
18 Her ideas were very interesting about
19 advertising.

20 DIRECTOR DO: Yes, we've marked toward
21 the senior rec centers.

22 CHAIRPERSON JOLLY: I noticed

1 particularly on George Avenue it is getting
 2 busier now. When you first did I remember I
 3 would see the guy just sitting there sometimes.
 4 MR. SCHAEFFER: Right.
 5 CHAIRPERSON JOLLY: But it is getting
 6 busier.
 7 MR. SCHAEFFER: If it's changed
 8 drastically, that was more of a hail service.
 9 CHAIRPERSON JOLLY: Right.
 10 MR. SCHAEFFER: It drummed up business
 11 from Howard University Hospital and the Walmart
 12 and from certain businesses. People got out of
 13 Walmart after the Metrobus stopped running so
 14 there were a lot of people who would come out and
 15 start riding it. When they were late they would
 16 use it.
 17 Then they started using it all the
 18 time. DFHV implemented the software now so we
 19 are now covering apps as well. We got a couple
 20 tablets in some restaurants in Ivy City and the
 21 whole thing is getting ready to blow up and
 22 change and go to another level.

1 MS. WADE: And then after that?
 2 DIRECTOR DO: We're going to -- like
 3 Microtransit we're going to evaluate both
 4 program, see where we can improve it, see where
 5 we can build on our successes, and learn from
 6 some issues that have come up and see what we can
 7 do.
 8 MS. WADE: Will there be funding
 9 available to extend the program?
 10 DIRECTOR DO: Yes, but it depends
 11 on --
 12 MS. WADE: The success.
 13 DIRECTOR DO: The success on the use
 14 of it and who uses it and where do they use it to
 15 and from. Just evaluating the whole entire
 16 program holistically. I see success as not only
 17 rides but the people who use it. And are we
 18 bolstering the transportation network or is it
 19 already robust?
 20 I don't know that. You know, we're
 21 fast moving. We're trying to be innovative.
 22 We're trying to use all the options that we have

1 DIRECTOR DO: We've been getting good
 2 press. We were on WUSA 11:00 news recently
 3 talking about Microtransit. I think a lot of
 4 people are adopting it but we're working on the
 5 operational side and making it as reliable as we
 6 can. Going from, I guess, up to a 22 minute
 7 wait, which is a lot, to our goal of six minutes.
 8 Jeff and I are working closely to make
 9 sure this is a problem that we can continue into
 10 the future. Right now it's going to go until
 11 October 1st and then we're going to see what we
 12 learned and we are going to try to continue it in
 13 the next fiscal year.
 14 Any other questions on this?
 15 MS. WADE: So when will the grant
 16 period end for the \$3.00 ride?
 17 DIRECTOR DO: It's going to be through
 18 this fiscal year.
 19 MS. WADE: Through this fiscal year?
 20 DIRECTOR DO: Correct.
 21 MS. WADE: September 30th.
 22 DIRECTOR DO: September 30th.

1 in front of us to try all types of different
 2 programs.
 3 Theoretically this program, Taxi-to-
 4 Rail, might transform into a Microtransit program
 5 where there's more pool rides where we can have
 6 more people in one van so we can reduce the cost
 7 of having a taxi. I mean, you know, I'm always
 8 balancing the cost of the program and how we can
 9 make things better.
 10 MS. WADE: Thank you.
 11 DIRECTOR DO: All right. The next
 12 program is -- the next grant program is the
 13 Transport DC Pool Rides. This program was opened
 14 to the entire for-hire industry. Basically the
 15 goal was to incentivize our Transport DC riders
 16 to take more pool rides in our Transport DC
 17 program.
 18 We are evaluating how we are going to
 19 do this. Previously we tried to do pool rides
 20 with the entire universe of Transport DC
 21 contractors. This time it's going to be one
 22 provider focusing on actually matching rides.

1 Then we also but the incentive onto
 2 the riders because there is no longer a co-pay
 3 for our riders. Previously it was a \$5.00 co-pay
 4 in order to get a ride. Here you pay zero if
 5 matched going to get to your destination.
 6 This is also another program that will
 7 run through the fiscal year and we're going to
 8 look at the success of this program and see how
 9 we can improve and incentivize pool rides for the
 10 Transport DC program in the next fiscal year.
 11 This is what we call the Beta and the
 12 Alpha which is a similar program that also
 13 reduced the reimbursement rate that the riders
 14 had to pay previously. The match rate wasn't as
 15 high as I wanted it which was around 14 percent
 16 match.
 17 Hopefully we get to 40 percent, 50
 18 percent, and 60 percent. That's what I'll
 19 measure success by, what the match rate is by the
 20 provider that gets this grant.
 21 That's my remarks. Thank you so much,
 22 Mr. Chairman.

1 CHAIRPERSON JOLLY: Thank you, Mr.
 2 Director. Congratulations again to you and your
 3 team at DFHV. This has been a very impressive
 4 update. As I said before, four years ago the
 5 regulatory framework wasn't there and now,
 6 obviously, everything is changing.
 7 You've got greater cooperation and
 8 collaboration with the TNCs and I think that's
 9 good. It's done in a way to provide more
 10 opportunities for taxi drivers and build up the
 11 eco-system so that everybody can share and share
 12 alike. Once again, congratulations.
 13 Public comment. Are there any persons
 14 here that would like to testify? Anybody who is
 15 not registered? Okay.
 16 Well, let me ask my fellow advisers,
 17 any final comments?
 18 MS. WADE: No, I think this was a
 19 great meeting. I think we got a lot
 20 accomplished. We still look forward to hearing
 21 from you and your comments on any of these items.
 22 I'm sure you know they are available on our

1 webpage.
 2 DIRECTOR DO: Coming next month we're
 3 going to have our next Title 31 hearing scheduled
 4 so that we can finalize the Title 31 rewrite in
 5 the coming weeks and months. Look out for that
 6 as we proceed on that project.
 7 We had our first round back in January
 8 and now we've made the changes and we've taken
 9 all the comments in. Now we're going to take the
 10 next step of presenting the next set of changes.
 11 Then hopefully we can finalize that and go
 12 through the process for that in the near future.
 13 That's it for me.
 14 CHAIRPERSON JOLLY: That being said,
 15 it is 10:46 and we are adjourned. Thank you.
 16 (Whereupon, the above-entitled matter went
 17 off the record at 10:51 a.m.)
 18
 19
 20
 21
 22

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