



## **Ernest Chrappah** **Director of Department of Consumer & Regulatory Affairs**

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Ernest Chrappah is an experienced government executive and successful entrepreneur with a reputation for finding innovative solutions to complex challenges.

Chrappah was named by Washington, D.C. Mayor Muriel Bowser on November 20, 2018, to serve as the interim Director of the Department of Consumer and Regulatory Affairs and confirmed by the D.C. Council on June 4, 2019. Previously, he served as the Director for the Department of For-Hire Vehicles.

Chrappah also served as the Deputy Chief Information Officer for the D.C. Child and Family Services Agency where he implemented innovative technology solutions leveraging analytics, mobility, cloud, APIs, and user-oriented design for an 800+ workforce to improve child welfare outcomes. In addition, he created an IT governance framework and project portfolio management system to enhance fiscal management, transparency and accountability.

From July 2012 to October 2013, Chrappah was the Chief of Operations for the D.C. Taxicab Commission. His responsibilities included supervising the strategic and operations management of industry reform initiatives and internal business process reengineering programs. He provided technical analysis and recommendations on matters of regulatory policy development with a focus on creating an enabling environment for innovation while balancing diverse competing interests. He also directed a staff responsible for delivering account management services to more than 200 customers a day. Among the projects he oversaw were the successful transition to a non-cash payment system, the installation of the universal dome light in all city taxis, the implementation of the uniform color scheme for all taxis, and an expansion of the wheelchair accessible taxi fleet. Chrappah's career background also includes positions as the Director of Fiscal Management, Division of Transportation, for the Office of the State Superintendent of Education; Program Analyst for the Executive Office of the Mayor for the District of Columbia; and IT Portfolio Manager with the Office of the Chief Technology Officer for the Government of the District of Columbia. He also worked as an Associate Director for the Corporate Executive Board and was the cofounder of Hugh & Crye, a menswear company.

Chrappah earned his MBA in strategy and marketing from the University of Maryland Robert H. Smith School of Business and received his Bachelor of Arts in Economics from the American University. Personal interests include volunteering for charities, running, promoting fashion and contemporary African design, traveling and entrepreneurship.