



DC Taxicab Commission

DCTC (TC)

MISSION

The Mission of the DC Taxicab Commission is to provide the citizens of the District of Columbia and its visitors a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals.

SUMMARY OF SERVICES

The Commission's mandate is to provide regulatory oversight of taxicab companies, owners and operators with a system of rules and regulations that are fair and transparent.

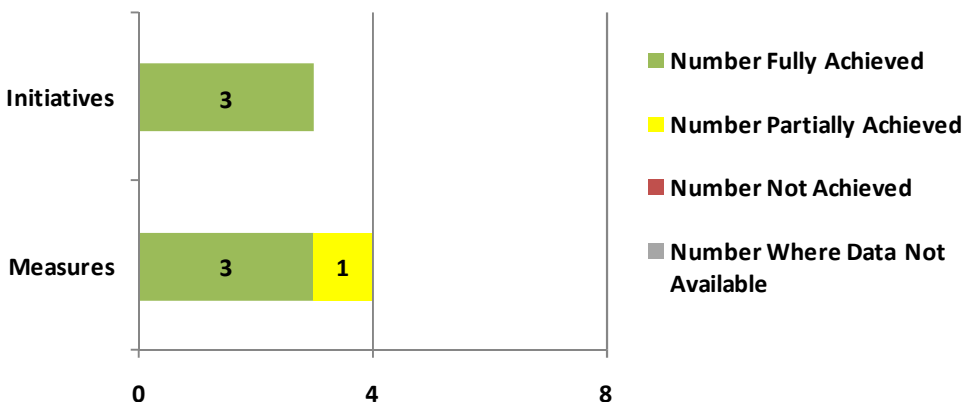
AGENCY OBJECTIVES

1. Improve services provided to the industry and the public.
2. Improve the complaints management and response process through integration of automation resulting in better access to data, reporting and recordkeeping.
3. Improve enforcement and inspections to ensure compliance with agency rules through increased staff training and enhanced standard operating procedures.

KEY ACCOMPLISHMENTS

- ✓ On May 1, 2008, DC Taxicabs transitioned from the zone to meter system, ensuring that riders receive a more accurate taxicab fare.
- ✓ On April 17, 2008, the DC Taxicab Commission awarded two District of Columbia taxicab companies \$100,000.00 to assist in providing wheelchair accessible taxicab service to the City.


OVERVIEW OF AGENCY PERFORMANCE








Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Improve services provided to the industry and the public.

-  **INITIATIVE 1.1: Implement the transition from zones to meters for all D.C. taxicabs.**
Fully Achieved: DCTC has created a computerized log sheet and is updating the log to include all items turned in to date.
-  **INITIATIVE 1.2: Improve taxicab services to the handicapped community, by encouraging and creating incentives for taxicab companies to make the investment in equipment and technology.**
Fully Achieved: In FY2008, the DC Taxicab Commission awarded two District of Columbia taxicab companies \$100,000.00 to assist in providing wheelchair accessible taxicab service to the City.
-  **INITIATIVE 1.3: Improve taxicab services to the handicapped community, by encouraging and creating incentives for taxicab companies to make the investment in equipment and technology.**
Fully Achieved: On May 1, 2008, DC taxicabs transitioned from the zone to meter system. Hack inspectors have increased their routine stops to ensure that taxicab drivers are in compliance with the new meter laws.

OBJECTIVE 2: Improve the complaints management and response process through integration of automation resulting in better access to data, reporting and recordkeeping.

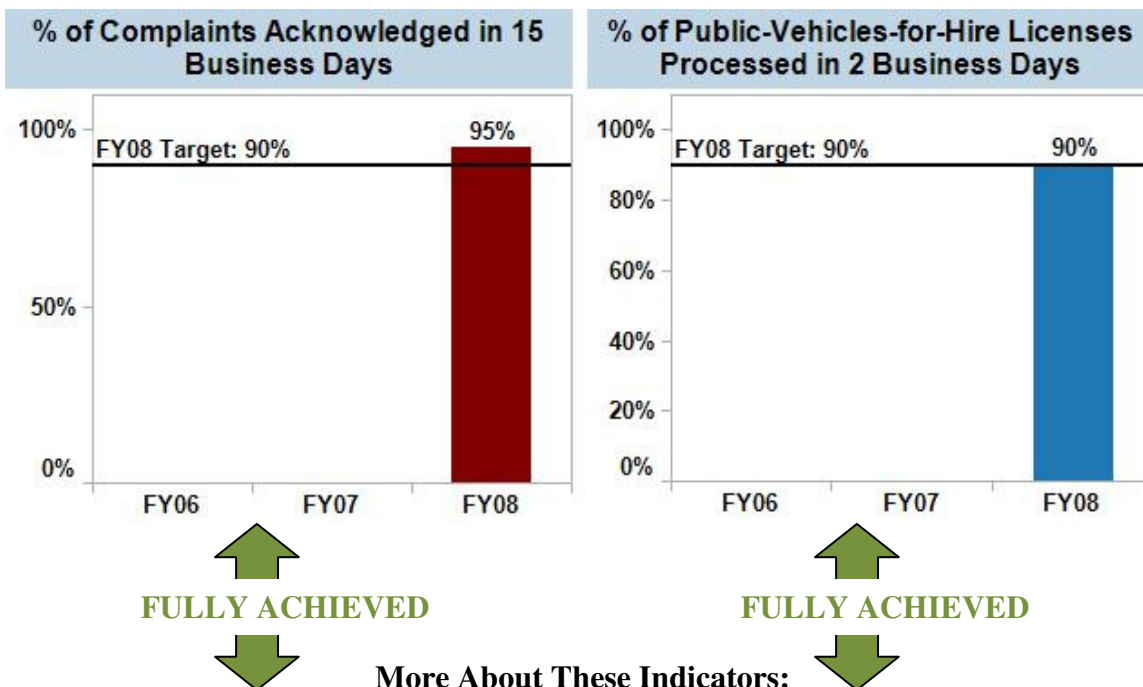
No initiatives reported for this objective in FY08

OBJECTIVE 3: Improve enforcement and inspections to ensure compliance with agency rules through increased staff training and enhanced standard operating procedures.

No initiatives reported for this objective in FY08



Key Performance Indicators – Highlights



More About These Indicators:

How did the agency's actions affect this indicator?

- After reviewing the complaint system, DCTC increased the number of staff responsible for complaint system management, created a more user friendly computerized complaint system and color coded the system according to the subject matter of the complaint (i.e. traffic; behavior; overcharges; and refusal to haul).

What external factors influenced this indicator?

- In August, 2008, DCTC hosted a meeting with taxicab company owners and expressed its concerns regarding the services being provided by taxicab drivers. This open dialogue resulted in the taxicab companies and its drivers taking more responsibility for their actions when transporting passengers, which in turn likely reduced the number of complaints.

How did the agency's actions affect this indicator?

- DCTC reviewed the current system and found discrepancies which aided in the delay of processing of public vehicles-for-hire licenses.
- DCTC modified the process by implementing a computerized system to track applications and redesigned the application so that applicants made fewer errors thereby reducing the time to review the application. .

What external factors influenced this indicator?

- N/A



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Improve services provided to the industry and the public.					
● Percentage of public vehicle for hire licenses processed within 2 business days of receipt of FBI criminal background check clearance.	N/A	N/A	90%	90%	90%
OBJECTIVE 2: Improve the complaints management and response process through integration of automation resulting in better access to data, reporting and recordkeeping.					
● Percentage of complaints acknowledged within 15 business days of receipt of the complaint	N/A	N/A	90%	95%	90%
OBJECTIVE 3: Improve enforcement and inspections to ensure compliance with agency rules through increased staff training and enhanced standard operating procedures.					
● Percentage of taxicabs and limousines inspected that have valid licenses, insurance and safety documentation.	N/A	N/A	90%	98%	90%
● Percentage of tickets written by Hack Inspectors where penalty stated in Title 31 of DCMR was upheld. N/A	N/A	N/A	85%	76%	90%