



FY10 PERFORMANCE PLAN DC TAXICAB COMMISSION

MISSION: The Mission of the District of Columbia Taxicab Commission is to provide the citizens and visitors of the District of Columbia a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals who have knowledge of the District's streets, boundaries and tourist destinations.

SUMMARY OF SERVICES: The DCTC provides services to approximately 7,000 taxicab drivers and 105 taxicab companies, 1,056 independent limousine drivers and 269 limousine companies. DCTC also attends and/or conducts adjudication services and collects fees from complaints that are filed against taxicab drivers. DCTC Hack Inspectors conduct daily random taxicab inspections. Additionally, DCTC provides services to 1,250 customers at its counter, answers 1,060 customer service calls, and receives 145 pieces of correspondence every month.

AGENCY WORKLOAD MEASURE

Measure	FY08 Actual	FY09 YTD
Number of complaints received on taxi and limousine drivers and companies	381	333

OBJECTIVE 1: Improve customer and taxicab service provided to the citizens and visitors of the District of Columbia.

INITIATIVE 1.1: Develop a computerized taxicab number tracking system to capture and correlate the assigned display numbers of all taxicabs licensed in the District of Columbia.

Presently taxicabs display numbers of the various fleets are all self assigned and not known to the Commission. DCTC receives many complaints and lost item inquiries where the passenger only has the taxicabs display number and nothing else. This system will enable us to identify taxicabs by their display numbers and will be in place by July 2010.

OBJECTIVE 2: Improve the efficiency and quality of services that support and regulate taxicabs in the District of Columbia.

INITIATIVE 2.1: Implement the Quick Base Data System.

DCTC, in partnership with OCTO, will develop and utilize the Quick Base Data systems to research and provide accurate information on all drivers including name, address, phone number, Face ID number, type of license, and the status of the license. This will



aid in identifying drivers should complaints be made by customers. The database will go live by March 2010. In addition, the agency's website will have the ability for customers to submit comments on a particular driver.

INITIATIVE 2.2: Develop a computerized Hacker's Identification License System. Presently the DC Hacker's Face Identification license (a photo ID license for taxi drivers) is a manually produced document easily duplicated with the advent of color copiers. The DCTC is partnering with OCTO to implement a computerized identification license with built in safeguards to discourage tampering and fraudulent duplication. The new system will be in place by June 2010

PROPOSED KEY PERFORMANCE INDICATORS

Metric	FY08 Actual	FY09 Projection	FY09 Actual	FY10 Projection	FY 2011 Projection	FY 2012 Projection
Objective 1						
% of complaints which are acknowledged within 2 days of receipt of the complaint	89%	91%	93%	93%	94%	94%
% of lost items returned to customers	89%	90%	90%	90%	91%	92%
Number of licensed taxi drivers	7000	8170	8580	NA	NA	NA
Number of licensed taxi companies	75	105	116	NA	NA	NA
Number of licensed limousine drivers	1065	2000	2000	NA	NA	NA
Number of licensed limousine companies	269	269	269	NA	NA	NA
Objective 2						
% of public vehicles-for-hire licenses processed within 1 business day of criminal background check	90%	91%	92%	92%	93%	93%
% of taxicabs and limousines inspected that have valid licenses, insurance and safety	92%	88%	90%	91%	92%	92%



STANDARD CITYWIDE OPERATIONAL MEASURES

Measure	FY09 YTD
Contracts	
KPI: % of sole-source contracts	
KPI: Average time from requisition to purchase order for small (under \$100K) purchases	
KPI: # of ratifications	
KPI: % of invoices processed in 30 days or less	
Customer Service	
KPI: OUC customer service score	
Finance	
KPI: Variance between agency budget estimate and actual spending	
KPI: Overtime as percent of salary pay	
KPI: Travel/Conference spending per employee	
KPI: Operating expenditures "per capita" (adjusted: per client, per resident)	
People	
KPI: Ratio of non-supervisory staff to supervisory staff	
KPI: Vacancy Rate Total for Agency	
KPI: Admin leave and sick leave hours as percent of total hours worked	
KPI: Employee turnover rate	
KPI: % of workforce eligible to retire or will be within 2 years	
KPI: Average evaluation score for staff	
KPI: Operational support employees are percent of total employees	
Property	
KPI: Square feet of office space occupied per employee	
Risk	
KPI: # of worker comp and disability claims per 100 employees	