



**FY 2012 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 8250 taxicab drivers and 116 taxicab companies, 103 independent limousine drivers and 27 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.

AGENCY WORKLOAD MEASURES

Measure	FY2008 Actual	FY2009 Actual	FY2010 YTD	FY2011 YTD
Number of complaints received on taxicab and limousine drivers and companies	381	Not Available	275	400
Number of licensed taxicab drivers	Not Available	8580	10672	8250
Number of licensed taxicab companies	Not Available	116	116	115
Number of licensed limousine drivers	Not Available	2000	1734	1734
Number of licensed limousine companies	Not Available	269	139	139



Agency Management

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

INITIATIVE 1.1: DC Taxicab Commission Service Improvement Amendment Act of 2011

DCTC is working with Councilmember Cheh to establish a Customer Service Fund that will provide the Commission with its first opportunity to be financially self-sufficient and provide significant improvements to the industry for both the drivers and passengers.

Due Date: September 30, 2012

INITIATIVE 1.2: Install a Taxicab Smart Meter System (TSMS) in Taxicabs.

This initiative will place the District of Columbia on par with other major cities. It will afford the riding public the opportunity to pay with credit/debits, preview hotels, restaurants and tourist attractions while traveling to their destinations. DCTC will require all licensed taxis to accept these non-cash payment for rider convenience. The acceptance of Credit Cards will be mandated by regulations.

Due Date: September 30, 2012

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

INITIATIVE 2.1: Implement a e-FORM Quick Base Data System

DCTC, in partnership with OCTO, is implementing a technological platform designed to track and process taxi driver application. Applications include New, Renewal, and Duplicates. Utilizing a payment engine such as PayPal, fees are to be accepted and processed for applications submitted, in person. Applicant is then notified when transaction has been processed successfully, or unsuccessfully. This process will automate current applications processes. Web interface shall be public facing/Internet.

Due Date: September 30, 2012

INITIATIVE 2.2: Review and Amend DCMR Title 31

DCTC will review and amend the current Title 31 regulations by adding additional information to allow DCTC to operate more effectively. This effort will require the agency to promulgate any legislation necessary to affect these charges.

Due Date: September 30, 2012

OBJECTIVE 3 Driver Education Qualifications

INITIATIVE 3.1: Education Program and Refresher Course

Develop a new education program and refresher standards for Operators and Hack Inspectors.

Due Date: September 30, 2012



INITIATIVE 3.2: Education Protocol

Develop educational protocol in partnership with UDC Community College and the Metropolitan Police Department.

Due Date: September 30, 2012

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY2010 Actual	FY2011 Target	FY2011 Actual	FY12 Projection	FY13 Projection	FY14 Projection
Percentage of complaints acknowledged within 2 days of receipts	97.14%	94.00%	94.27%	90%	92%	93%
Percentage of Lost Items returned to customers	90.00%	91.00%	86.81%	80%	81%	81%
Percentage of Public Vehicles for Hire licenses processed within 1 business day of receipt of criminal background check	95.23%	93.00%	95.01%	N/A	N/A	N/A
Percentage of Taxicabs and Limousines inspected that have valid licenses, and insurances.	96.78%	92.00%	94.3%	81%	85%	90%