



FY2013 PERFORMANCE PLAN DC Taxicab Commission

MISSION

The Mission of the District of Columbia Taxicab Commission is to ensure that the citizens and visitors of the District of Columbia have 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. It also assures that the public vehicle for hire industry is economically sound.

SUMMARY OF SERVICES

The DCTC provides services to approximately 8500 taxicab drivers including 1400 independent owner operators and 116 taxicab companies who together operate 6500 Taxis and 103 independent limousine drivers and 27 limousine companies. DCTC participates in and/or conducts adjudication services and collects fees from complaints that are filed against taxicab drivers. DCTC Hack Inspectors conduct daily taxicab inspections. It also resolves more than 1000 customer complaints annually and responds to more than 6000 inquiries annually about lost items.

PERFORMANCE PLAN DIVISIONS

- Lost and Found
- Complaints
- Driver Services
- Agency Management

AGENCY WORKLOAD MEASURES

Measure	FY 2010 Actual	FY 2011 Actual	FY 2012 YTD
Number of complaints received on taxicab and limousine drivers and companies	275	400	707
Number of licensed taxicab drivers	10672	8250	8250
Number of licensed taxicab companies	116	116	116
Number of licensed limousine drivers	1734	1734	1734
Number of licensed limousine companies	139	139	139



Agency Management

SUMMARY OF SERVICES

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OBJECTIVE 1: Improve customer and taxicab service provided to the citizens and visitors of the District of Columbia (including One City Action Plan Action 3.7.4).

INITIATIVE 1.1: Provide universal credit card service

DCTC through its regulatory process will require all DC licensed taxicabs to provide passengers with cashless payments systems specifically credit card payment means. **Due Date: April 30, 2013**

INITIATIVE 1.2: Underserved Areas Program

DCTC will complete a study on low cost transportation for underserved areas in the District of Columbia, to included, but not limited to Wards 1, 4, 5, 6, & 8. **Due Date: September 30, 2013**

INITIATIVE 1.3: Taxicab Smart Meter System (One City Action Plan Action 3.7.4)

DCTC will complete installation of its TSMS in all taxicabs operating in the District of Columbia by the end of FY13. **Target Date: September 30, 2013**

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

INITIATIVE 2.1: Dome Light Design and Installation

DCTC will mandate the installation of a Universal Dome Light for all taxicabs operating in the District of Columbia. **Due Date: March 30, 2013**

INITIATIVE 2.2: Amend DCMR Title 31

DCTC will continue to 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, 2013**



OBJECTIVE 3: Driver Education Program

INITIATIVE 3.1: Education Program

DCTC will develop a Curriculum that will be used to establish a Course for new Public Vehicle for Hire Operators. **Due Date: September 30, 2013**

INITIATIVE 3.2: Sedan Specifications Development

DCTC will establish Sedans specifications for a new Public Vehicle for Hire designation. **Due Date: September 30, 2013**

KEY PERFORMANCE INDICATORS

Measure	FY 2011 Target	FY 2011 Actual	FY 2012 Target	FY 2012 YTD	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Percentage of complaints acknowledged within 2 days of receipts	94.00%	94.00%	90.00%	90.95%	92%	93%	92%
Percentage of Lost Items returned to customers	91.00%	86.00%	80.00%	69.91%	81%	81%	81%
Percentage of Public Vehicles for Hire licenses processed within 1 business day of receipt of criminal background check	93.00%	95.01%	0.00%	0.00%	0.00%	0.00%	0.00%
Percentage of Taxicabs and Limousines inspected that have valid licenses, and insurances	92.00%	94.30%	81.00%	89.41%	85%	90%	90%
% of Taxicabs with Smart Meter Systems installed (One City Action Plan Action 3.7.4) ¹	N/A	N/A	N/A	N/A	100%	N/A	N/A

¹ <http://mayor.dc.gov/page/one-city-action-plan>
DC Taxicab Commission
District of Columbia Government