



DC Taxicab Commission DCTC (TC)

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.

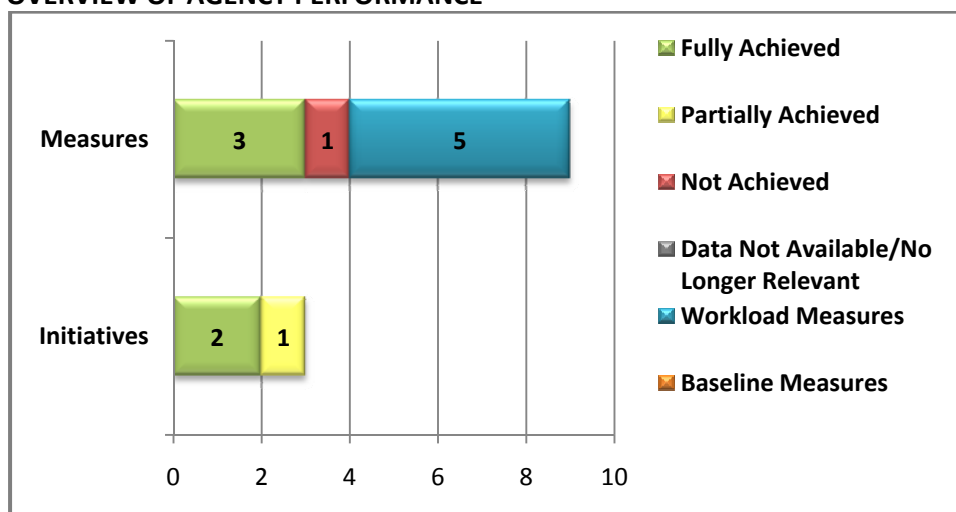
SUMMARY OF SERVICES

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.

ACCOMPLISHMENTS

- ✓ DC Taxicab Commission Refresher Course - DCTC drafted the curriculum for a refresher training required for taxicab operators
- ✓ Computerized Hacker's Identification License System –The agency completed Phase I of a three part project which will culminate with the issuance of the DC Smart Card. This year, DCTC provides a tamper resistant agency issued identification card.


OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

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.**
The Smartcard initiative has grown into a major project for DCTC and OCTO. There are several variables to include legal ramification and legislative issues that have caused the project to be pushed back until the 2nd Qtr of 2011. Due to our initiative towards the smartchip, we have not only developed a tamper-proof credentialing system that will be required to operate a DC taxicab (replacing current FACE ID), but also linked its use to the Passenger Information Monitors (PIMs). This will improve services to customers by providing the ability to accept credit /debit cards, information on tourist attractions, public service announcements and amber alerts. To that end, the District Taxicab Company is currently installing PIMs in the vehicles. Rollout of the first vehicle occurred on June 29, 2010. This Technology is at no cost to the operators or DCTC.

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's Quickbase Database allow us to research and provide accurate information on all drivers including name, address, phone number, Face ID number, control number, type of license, and the status of the license. Customers are also able to submit information on drivers listed on DCTC's website www.dctaxi.dc.gov
- **INITIATIVE 2.2: Develop a computerized Hacker's Identification License System.**
As of July 30th DCTC has fully achieved this objective, we now have the capability of tracking both drivers and vehicle through the following methods: drivers name; public vehicle for hire ID number; vehicle's VIN number; and vehicle display number. Additionally, are able to cross reference the driver's current vehicle insurance information. This will go a long way to addressing the citizen's inquiries involving vehicles for hire.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	3.1 % of complaints which are acknowledged within 2 days of receipt of the complaint	93	93	97.14%	104.45%	
●	3.2 % of lost items returned to customers	90	90	58.54%	65.04%	
●	3.3 % of Public Vehicles for Hire Licenses processed within 1 business day of criminal background check	92	92	95.23%	103.51%	
●	3.4 % of Taxicabs and Limousines Inspected that have valid licenses, insurance & safety	90	91	106.78%	117.34%	
●	3.5 Number of complaints received on taxi and limousine drivers and companies	333		275		
●	3.6 Number of licensed taxi drivers	8580		10672		
●	3.7 Number of licensed taxi companies	116		116		
●	3.8 Number of licensed limousine drivers	2000		1734		
●	3.9 Number of licensed limousine companies	269		139		