



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

✓ **Accomplishment 1 [Fiscal Stability]**

- Finalized Proposed Rule to life \$19 Fare Cap
- The Commission proposed the \$19 fare cap lift effective September 2011

Accomplishment 2 [Education Quality and Public Safety]

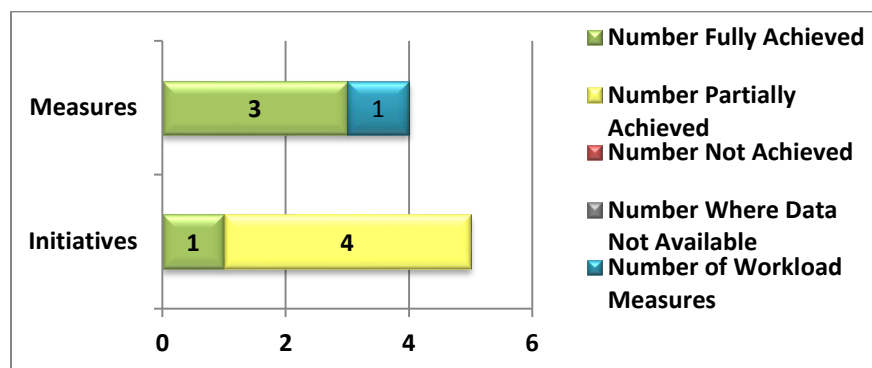
- ✓ Established a new open meeting policy for Commission Hearing and Public Meetings
DCTC established a new meeting place at 441 4th Street NW (One Judiciary Square) which provides additional space to increase public participation in the public hearing process and accurate security.

✓ **Accomplishment 3**

The Commission approved a gasoline surcharged for taxicab operators.

The Commission established a gasoline surcharge in July 2011 and has been extended through March 5, 2012.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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

- **INITIATIVE 1.1: Mandate the acceptance of Credit/Debit Cards in Taxicabs. Continues in FY12**
DCTC proposed regulation to address credit card payments is still pending final rule making.
- **INITIATIVE 1.2: Install a passenger information display system (TSMS) in Taxicabs.**
RFP for development of the TSMS was issued on February 3, 2012.

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

- **INITIATIVE 2.1: Revise DCMR Title 31.**
Chapter s 5, 6, 8, 9 10 & 11 have been revised and published at least once. Final approval is still going through the policy & rulemaking process. Chapter 9 has been completed effective November 18, 2011.
- **INITIATIVE 2.2: Develop a Partnership with surrounding Law Enforcement Agencies that have Oversight Enforcement Authority for Public Vehicles for Hire.**
DCTC has established a partnership with NPS and also provided the agency with Hack Training.
- **INITIATIVE 2.3: Update the Meter Software.**
Stilling pending. RFP for development of the TSMS was issued on February 3, 2012.



Key Performance Indicators – Details

Performance Assessment Key:

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

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.1	Average number of complaints acknowledged within 2 days of receipts	97.14	94		94.85%	100.91%	LICENSING AND DISPUTE RESOLUTION
●	1.2	Percentage of Lost Items returned to customers	90%	91%		Updated in KPI System	Updated in KPI System	
●	2.1	Number of Public Vehicles for Hire licenses processed within 1 business day of receipt of criminal background check	95.23	93		95.01%	102.17%	AGENCY MANAGEMENT PROGRAM
●	2.2	Number of Taxicabs and Limousines inspected that have valid licenses, and insurances.	96.78	92		94.30%	102.50%	PASSENGER AND DRIVER PROTECTION