



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 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.

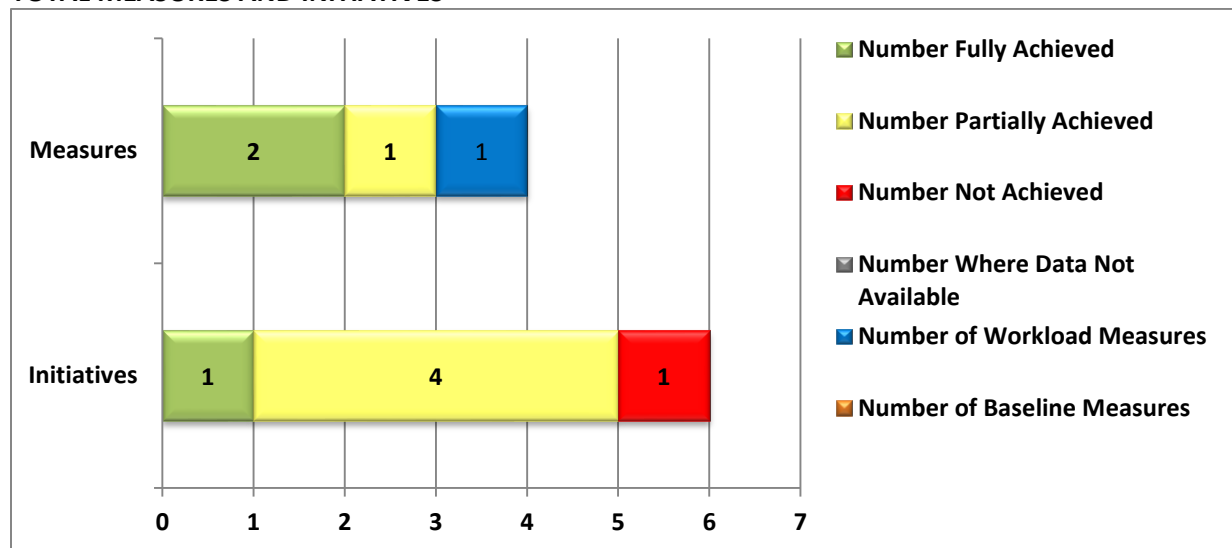
ACCOMPLISHMENTS

- ✓ Designed a new standard dome light for taxi cabs which will be installed by the end of June in all DC licensed taxicabs
- ✓ Initiated rule making which when completed will result in all DC taxi cabs having a cashless system in their vehicles
- ✓ Initiated rule making for determining a uniform color for all DC taxicabs

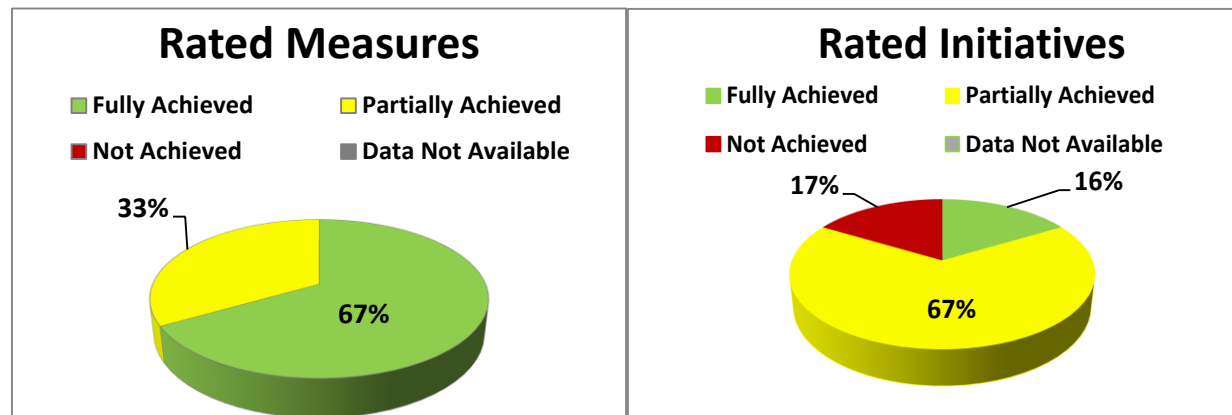


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved





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: DC Taxicab Commission Service Improvement Amendment Act of 2011 (passed in 2012 and provides a year for achievement)**
Requires five items: credit card systems in cabs, universal dome light, uniform color, wheel chair access report, fleet modernization. Initiative 1.1 partially achieved.
-  **INITIATIVE 1.2: Install a Taxicab Smart Meter System (TSMS) in Taxicabs.**
Response to Initiatives: Initiative was ready for completion in July, 2012, forced to stop by contract protest. New substitute initiative now inaugurated. Not achieved.

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**
Manager(s) Responsible/Response to Initiatives: This initiative was fully achieved.
-  **INITIATIVE 2.2: Review and Amend DCMR Title 31**
Response to Initiatives: DCMR constitutes approximately 1,000 pages. Partially achieved.

OBJECTIVE 3: Driver Education Qualifications

-  **INITIATIVE 3.1: Education Program and Refresher Course**
Manager(s) Responsible/Response to Initiatives: Training program development underway. Curriculum being written. Partially complete.
-  **INITIATIVE 3.2: Education (Protocol) Plan**
Manager(s) Responsible/Response to Initiatives: Logistical planning for implementing training program is under way. Partially achieved.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	1.1	Average number of complaints acknowledged within 2 days of receipts	94	90		92.84%	103.15%	LICENSING AND DISPUTE RESOLUTION
●	2.1	Percentage of Lost Items returned to customers	80%	80%		72.58%	90.73%	LICENSING AND DISPUTE RESOLUTION
●	3.1	Number of Public Vehicles for Hire licenses processed within 1 business day of receipt of criminal background check	95.01	0			Workload Measure (Not Rated)	LICENSING AND DISPUTE RESOLUTION
●	3.2	Number of Taxicabs and Limousines inspected that have valid licenses, and insurances	94.3	81		89.39%	110.36%	LICENSING AND DISPUTE RESOLUTION