



DC Taxicab Commission

DCTC (TCO)

MISSION

The Mission of the District of Columbia Taxicab Commission (DCTC) 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 8,500 taxicab drivers including 1,400 independent owner operators and 116 taxicab companies who together operate 6,500 taxis and 103 independent limousine drivers and 27 limousine companies. DCTC participates in and/or conducts adjudication services and imposes fines 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 6,000 inquiries annually about lost items.

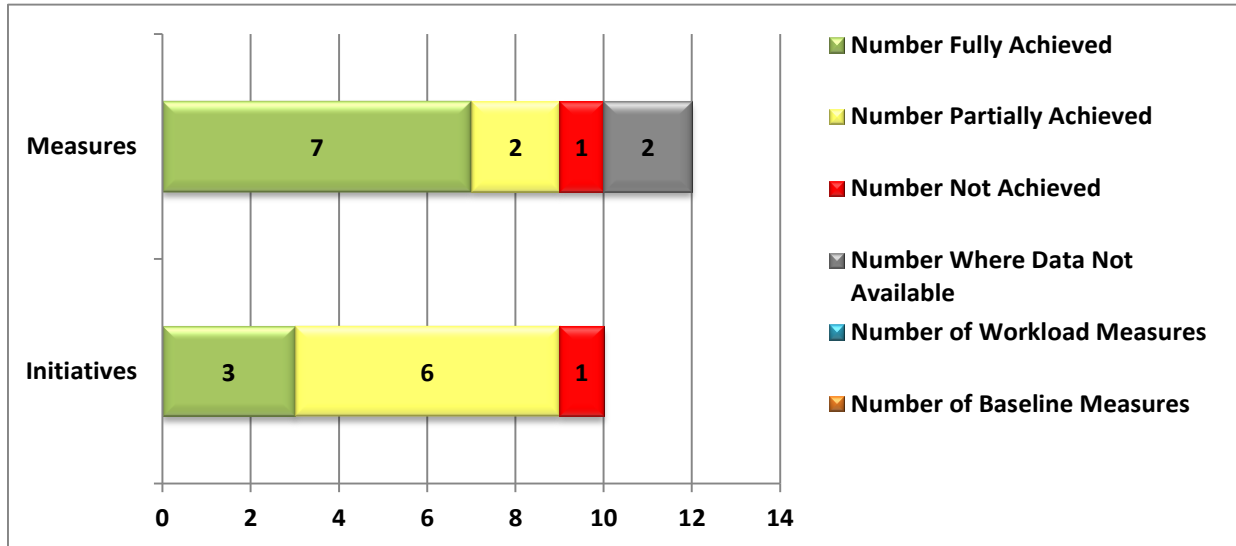
ACCOMPLISHMENTS

- ✓ Provide an online application process for the taxi/limousine examination registration.
- ✓ Deploy an audit process to monitor accredited institutions to ensure performance and compliance with the Commission guidelines and regulations.
- ✓ Deploy a discipline program for assessing points for notice of infraction violations.

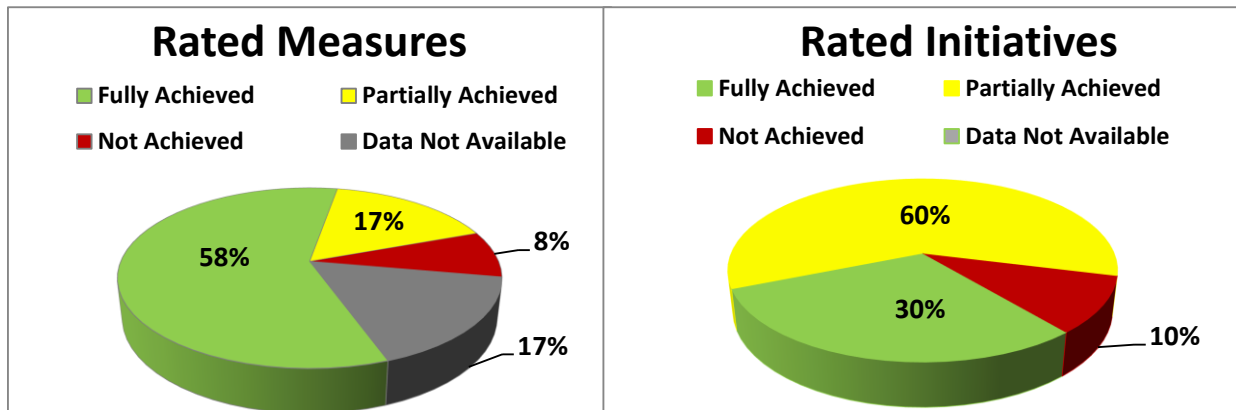


OVERVIEW AGENCY PERFORMANCE

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: Ensure passengers have a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals.

INITIATIVE 1.1: Gradual Removal of Aged Public Vehicles for Hire

- Partially achieved.** It was planned as a gradual accomplishment and it is on track. The total vehicle phase out should be achieved in 2018.

INITIATIVE 1.2: Underserved Areas Program

- Fully achieved.** The study was completed and is currently being studied to determine the next feasible course of action.

INITIATIVE 1.3: Driver Points System

- Not achieved.** DCTC is still weighing this and has not yet formulated a solid plan. This initiative is being given priority status and is expected to be implemented by the end of the fiscal year.

INITIATIVE 1.4: Sedan Resolutions Development

- This initiative was Partially achieved.** DCTC created two proposed rulemaking to implement this. DC Council passed a law that superseded those proposed rules, thus effectively making it null and void.

Driver and Consumer Services

OBJECTIVE 1: Provide timely response to passenger and driver complaints.

INITIATIVE 1.1: Implement the Complaints Database.

- Partially achieved.** DCTC collaborated with OCTO to develop the database. OCTO had problems with the development. The project is ¾ complete, with an anticipated completion time in early June 2015.

OBJECTIVE 2: Efficiently process driver licensing and vehicle registration applications.

INITIATIVE 2.1: Implement Digitization of Records

- Partially achieved.** Some driver records were digitized as part of a pilot test. DCTC was advised by the DC Archivist that we could not digitize records without approval from that office. To date that approval has not been received. DCTC is revisiting a comprehensive plan to digitize the enormous amount of driver records. Implementation may not occur until FY16 due to budget constraints.



OBJECTIVE 3: Ensure quality customer service for all passengers.

INITIATIVE 3.1: Implement online payment system for exam registration.

- Partially achieved.** DCTC has contracted with a vendor to develop an online registration and payment system. The database is complete. Due to changes in the driver examination process, this implementation was delayed. DCTC is determining what must be in place to go ahead with implementation. It is anticipated that we should be able to proceed by the end of the fiscal year.
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INITIATIVE 3.2: DCTC will provide a monthly customer engagement newsletter

- Fully achieved.** DCTC has published and distributed this newsletter in the past. There was a hold on publications for a few months as priorities shifted and personnel services were allocated to other projects. We are now back on track and the next newsletter would be published and distributed before the end of the third quarter FY15.
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Enforcement and Education

OBJECTIVE 1: Complete Training Institution Audits

INITIATIVE 1.1: Monitor Company to Mandated Curriculum

- Fully achieved.** The companies conducting driver training were monitored by the enforcement inspectors, who also participated in teaching the training. In addition they were monitored by the Education Officer through actual site visits.
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OBJECTIVE 2: Provide quality hack enforcement, compliance, and oversight of vehicles, and companies.

INITIATIVE 2.1: Implement Comprehensive Audits

- Partially achieved.** DCTC does generally audit all companies through the annual application process. There are period checks throughout the year to ascertain compliance status. DCTC plans, initially, to hire a vendor to develop an audit structure and process, then conduct an audit of all companies. Going forward from that point, DCTC should have staff in place to conduct these audits internally.
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Performance Initiatives – Assessment Details

Performance Assessment Key:

● Fully achieved
 ● partially achieved
 ● Not achieved
 ● Data not reported

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
Driver and Consumer Services								
●	1.1	Percentage of new complaints acknowledged within 2 days of receipt	92%	95%		100%	100%	DRIVER AND CONSUMER SERVICE PROGRAM
●	1.2	Percentage of lost items returned to customers	71.76%	80%		111.11%	138%	DRIVER AND CONSUMER SERVICE PROGRAM
●	2.1	Percentage of driver records digitized	NA	80%		Data not reported	Not Rated ¹	DRIVER AND CONSUMER SERVICE PROGRAM
●	3.1	Percentage of vehicles in compliance with age limitation	NA	100%		100%	100%	DRIVER AND CONSUMER SERVICE PROGRAM
●	3.2	Percentage of taxicabs credit card system/modern taximeters installed	NA	100%		83.53%	83.53%	DRIVER AND CONSUMER SERVICE PROGRAM
Enforcement and Education								
●	1.1	Percentage of new drivers certified	70.00%	80.00%		90.91%	113.64%	ENFORCEMENT AND EDUCATION PROGRAM
●	1.2	Percentage of companies that have completed the training course	0	20%		Data not reported ²	Not Rated	ENFORCEMENT AND EDUCATION PROGRAM
●	2.1	Percentage of audits completed on companies	70%	40%		10.2%	25.51%	ENFORCEMENT AND EDUCATION PROGRAM



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	2.2	Percentage of taxicabs and limousines inspected that have valid licenses and insurance	91.18%		90%	115.61%	128.45%	ENFORCEMENT AND EDUCATION PROGRAM
Agency Management								
●	1.1	Percent of Taxicabs with Smart Meter Systems installed	95.60%	100.00%		83.53	83.53%	Agency Management
●	1.2	Percent of Taxicabs with Universal Dome Lights Installed	90.10%	100.00%		100%	100%	Agency Management
●	1.3	Percent of taxicabs that are painted with the District's uniform taxicab color standards	21.30%	40.00%		66.03	165%	Agency Management

¹ No action was taken due to change in management priority

² Taxi companies are not required to complete any training