



## **DC Taxicab Commission**

### **DCTC (TC)**

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#### **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.

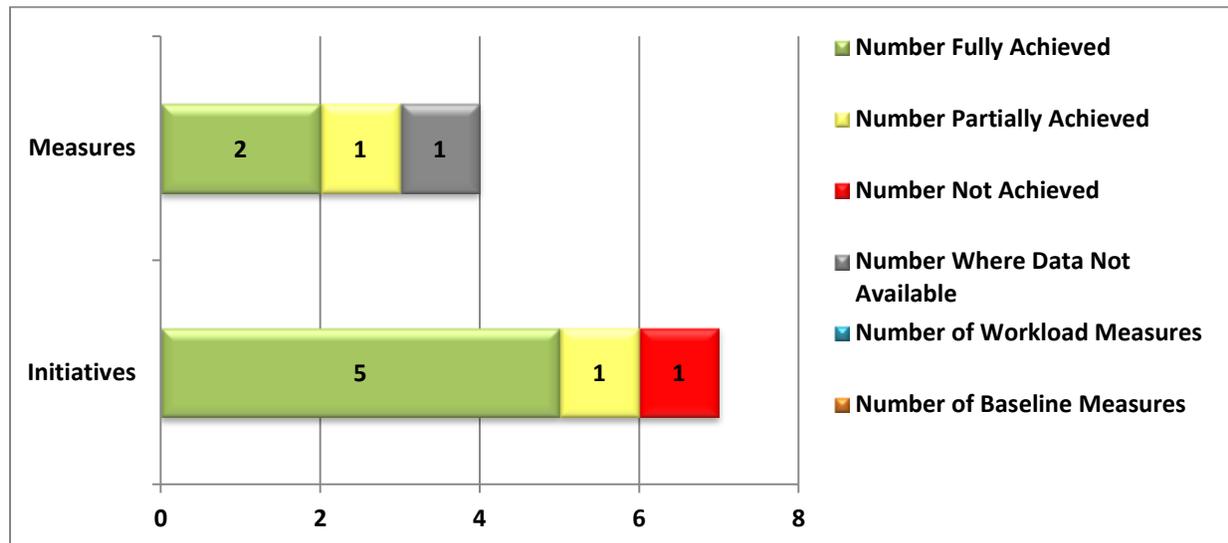
#### **ACCOMPLISHMENTS**

- ✓ Implementation of the installation of the Modern Taximeter System (MTS) of the cashless payment options of the universal credit card service in 6,500 taxicabs.
- ✓ Design and installation of the Universal Dome Light for all taxicabs operating in the District of Columbia.
- ✓ Regulatory process and approval of the Uniform Taxicab Color Scheme.

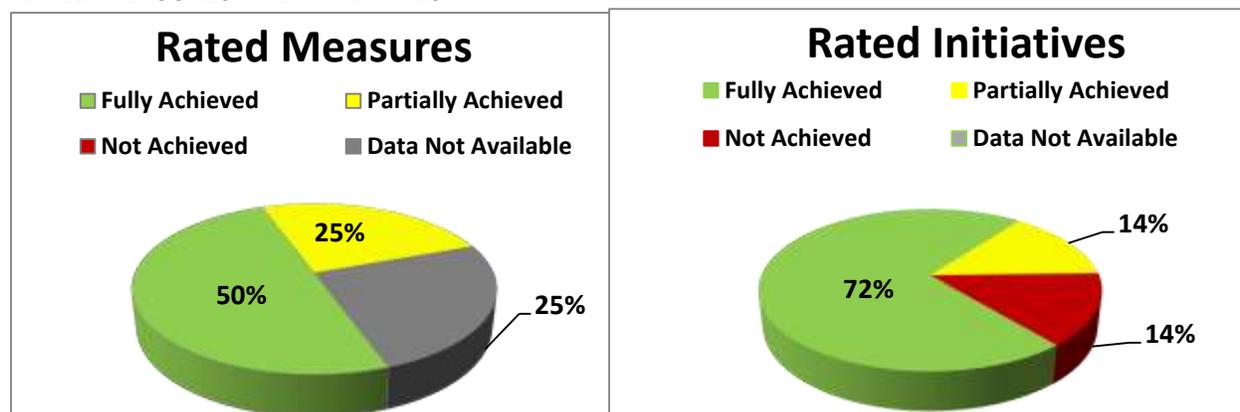


## OVERVIEW AGENCY PERFORMANCE

### 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: 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.**

-  **Fully achieved:** In April 2013, DCTC through the regulatory process implemented the Modern Taximeter System (MTS) for a cashless payment option in the District's taxi industry. The process included the publication of proposed regulations and approval by the DC Taxicab Commission coupled with holding public hearings and a period of reviewing written comments. Beginning June 1, 2013, the mandated rulemaking of the MTS was adopted requiring the installation of the universal credit card service. The universal credit card service is part of a three phase implementation process. The regulation will require that all licensed taxicab companies and independent owners to install the appropriate equipment by September 31, 2013. This will offer an enhancement to the customer service by providing a non-cash payment option and the collection of a passenger surcharge that will fund the DCTC administrative operations and enforcement activities.

#### **INITIATIVE 1.2: Underserved Areas Program**

-  **Not Achieved:** DCTC is only 5 percent into the study. Ongoing studies are being conducted by meeting with Advisory Neighborhood Commissions to determine the underserved area of neighborhoods.

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

-  **Fully Achieved:** DCTC completed the Modern Taximeter System (MTS) with the implementation of the universal credit card service in approximately 6,500 taxicabs operating within the District of Columbia

### **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.**

-  **Fully Achieved:** Effective June 1, 2013, DCTC successfully mandated the new standardized dome light for all licensed DC taxicabs. In the fall of 2013, the universal dome lights were installed on all the taxicabs operating in the District.



### **INITIATIVE 2.2: Amend DCMR Title 31**

- **Partially Achieved:** The Commission continuously monitors the public vehicle for hire industry and amends the DCMR, Title 31 regulations to respond to a dynamic and evolving industry. To ensure the citizens and visitors of the District of Columbia with a safe, comfortable, efficient, and affordable public vehicle for hire service. The Commission amended Title 31 as necessary for the MTS installation, Universal Dome Light, and Uniform Taxicab Color Scheme.

### **OBJECTIVE 3: Driver Education Program**

#### **INITIATIVE 3.1: Education Program**

- **Fully Achieved:** The curriculum program was completed and underway. Currently, students are graduating from the program.

#### **INITIATIVE 3.2: Sedan Specifications Development**

- **Fully Achieved:** DCTC developed and adopted a certification and accreditation process for training new public vehicle for hire operators, in June 2013. The process included defining each component of the curriculum: course material as it relates to the DCMR, Title 31, regulations; applicant's qualification assessments; certified training instructors; and qualified testing facilities. The pre-registration for classes and the applicant qualification process began August 2013 and training classes started in September 2013.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	●	1.1 Percentage of complaints acknowledged within 2 days of receipts	90.95%	92%		98.15%	106.69%	Taxicab Dispute Resolutions
	●	2.1 Percentage of Lost Items returned to customers	69.91%	81%	71.76%	72.75%	89.82%	Business and Operator Licensing
	●	2.2 Percentage of Public Vehicles for Hire licenses processed within 1 business day of receipt of criminal background check	N/A	N/A	N/A	N/A	N/A	N/A
	●	3.1 Number of Taxicabs and Limousines inspected that have valid licenses, and insurances	89.41%	85%	91.18%	91.15%	107.24%	Business and Operator Licensing