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# D.C. Taxicab Commission

[www.dctaxi.dc.gov](http://www.dctaxi.dc.gov)

Telephone: 202-645-6018

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Description	FY 2013	FY 2014	FY 2015	% Change
	Actual	Approved	Proposed	from FY 2014
Operating Budget	\$2,611,772	\$4,200,000	\$8,469,714	101.7
FTEs	13.5	33.0	61.0	84.8

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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.

## Summary of Services

The DCTC provides services to approximately 8,500 taxicab drivers, 116 taxicab companies, and 1,400 independent owner operators who together operate 6,500 taxis, 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.

The agency's FY 2015 proposed budget is presented in the following tables:

## FY 2015 Proposed Gross Funds Operating Budget, by Revenue Type

Table TC0-1 contains the proposed FY 2015 agency budget compared to the FY 2014 approved budget. It also provides FY 2012 and FY 2013 actual expenditures.

**Table TC0-1**  
(dollars in thousands)

Appropriated Fund	Actual FY 2012	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Percent Change*
<b>General Fund</b>						
Local Funds	2,038	1,390	0	1,000	1,000	N/A
Special Purpose Revenue Funds	414	974	4,000	7,270	3,270	81.7
<b>Total for General Fund</b>	<b>2,452</b>	<b>2,365</b>	<b>4,000</b>	<b>8,270</b>	<b>4,270</b>	<b>106.7</b>
<b>Intra-District Funds</b>						
Intra-District Funds	206	247	200	200	0	0.0
<b>Total for Intra-District Funds</b>	<b>206</b>	<b>247</b>	<b>200</b>	<b>200</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>2,658</b>	<b>2,612</b>	<b>4,200</b>	<b>8,470</b>	<b>4,270</b>	<b>101.7</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2015 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2015 Proposed Full-Time Equivalent, by Revenue Type

Table TC0-2 contains the proposed FY 2015 FTE level compared to the FY 2014 approved FTE level by revenue type. It also provides FY 2012 and FY 2013 actual data.

**Table TC0-2**

Appropriated Fund	Actual FY 2012	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Percent Change
<b>General Fund</b>						
Local Funds	21.7	0.0	0.0	0.0	0.0	N/A
Special Purpose Revenue Funds	4.5	12.5	33.0	61.0	28.0	84.8
<b>Total for General Fund</b>	<b>26.1</b>	<b>12.5</b>	<b>33.0</b>	<b>61.0</b>	<b>28.0</b>	<b>84.8</b>
<b>Intra-District Funds</b>						
Intra-District Funds	1.0	1.0	0.0	0.0	0.0	N/A
<b>Total for Intra-District Funds</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>Total Proposed FTEs</b>	<b>27.1</b>	<b>13.5</b>	<b>33.0</b>	<b>61.0</b>	<b>28.0</b>	<b>84.8</b>

## FY 2015 Proposed Operating Budget, by Comptroller Source Group

Table TC0-3 contains the proposed FY 2015 budget at the Comptroller Source Group (object class) level compared to the FY 2014 approved budget. It also provides FY 2012 and FY 2013 actual expenditures.

**Table TC0-3**  
(dollars in thousands)

Comptroller Source Group	Actual FY 2012	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Percent Change*
11 - Regular Pay - Continuing Full Time	1,003	572	1,947	3,582	1,635	84.0
12 - Regular Pay - Other	475	1,092	256	456	200	78.4
13 - Additional Gross Pay	16	24	24	24	0	0.0
14 - Fringe Benefits - Current Personnel	338	424	608	1,026	417	68.6
15 - Overtime Pay	18	6	15	15	0	0.0
<b>Subtotal Personal Services (PS)</b>	<b>1,850</b>	<b>2,119</b>	<b>2,850</b>	<b>5,103</b>	<b>2,253</b>	<b>79.0</b>
20 - Supplies and Materials	17	2	60	60	0	-0.6
31 - Telephone, Telegraph, Telegram, Etc.	11	7	0	0	0	N/A
40 - Other Services and Charges	504	162	928	1,257	329	35.4
41 - Contractual Services - Other	253	305	202	776	574	283.9
50 - Subsidies and Transfers	0	0	0	840	840	N/A
70 - Equipment and Equipment Rental	22	16	160	435	275	171.9
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>808</b>	<b>493</b>	<b>1,350</b>	<b>3,367</b>	<b>2,017</b>	<b>149.4</b>
<b>Gross Funds</b>	<b>2,658</b>	<b>2,612</b>	<b>4,200</b>	<b>8,470</b>	<b>4,270</b>	<b>101.7</b>

\*Percent change is based on whole dollars.

### Program Description

The District of Columbia Taxicab Commission operates through the following 6 programs:

**Driver and Consumer Service Program** – provides response to resolve issues of passengers and drivers.

This program contains the following 4 activities:

- **Complaints** – documents and investigates the validity of information and prepares regulatory language to process and seek resolution to determine effective remedies;
- **Community Outreach** – communicates with groups, organizations, and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness;
- **Driver Assistance** – accepts applications for driver licensing and vehicle registration and issues new licenses and renewals; and
- **Customer Service** – assists with the retrieval of lost items and takes action to fulfill service inquiries.

**Research Program** – provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment, and rulemaking.

**Enforcement and Education Program** – provides enforcement, compliance, and oversight of public vehicle-for-hire companies; and conducts training courses for license applicants and refresher courses for existing license holders to ensure behavioral standards and adherence to District law and DCTC regulations.

This program contains the following 3 activities:

- **Field Enforcement** – performs field inspections and issues notice of infractions;
- **Company Audit** – reviews vehicle records of public vehicle-for-hire companies to ensure compliance with regulatory requirements of Title 31; and
- **Fleet Management** – supervises companies, associations, and individuals in order to maintain accurate records of in-service vehicles.

**Legal Program** – provides compliance with legislative directives and technical structure, and offers analysis and opinions to ensure appropriate rulemaking and operational activities.

**Public Information** – provides updated facts pertaining to operations, rulemaking, and media through various communication platforms including press releases, testimony and speech preparation, and web site management; monitors news to maintain awareness of the market; and coordinates the promotion of a positive public image.

**Agency Management** – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

### **Program Structure Change**

The District of Columbia Taxicab Commission has no program structure changes in the FY 2015 proposed budget.

## FY 2015 Proposed Operating Budget and FTEs, by Program and Activity

Table TC0-4 contains the proposed FY 2015 budget by program and activity compared to the FY 2014 approved budget. It also provides the FY 2013 actual data.

**Table TC0-4**

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014
<b>(1000) Agency Management</b>								
(1010) Personnel	16	123	228	104	0.1	1.2	2.2	1.0
(1015) Training and Education	8	9	9	0	0.0	0.0	0.0	0.0
(1020) Contracting and Procurement	16	39	134	96	0.1	0.2	1.2	1.0
(1030) Property Management	8	23	24	1	0.0	0.2	0.2	0.0
(1040) Information Technology	0	11	131	120	0.0	0.0	1.0	1.0
(1050) Financial Management	19	40	39	-2	0.1	0.2	0.2	0.0
(1070) Fleet Management	4	0	0	0	0.0	0.0	0.0	0.0
(1080) Communications	9	123	135	12	0.0	1.0	1.0	0.0
(1085) Customer Service	27	0	0	0	0.1	0.0	0.0	0.0
(1090) Performance Management	16	27	24	-3	0.1	0.2	0.2	0.0
<b>Subtotal (1000) Agency Management</b>	<b>122</b>	<b>396</b>	<b>723</b>	<b>328</b>	<b>0.6</b>	<b>3.0</b>	<b>6.0</b>	<b>3.0</b>
<b>(2000) Driver and Consumer Service Program</b>								
(2010) Complaints	632	91	407	317	3.3	1.0	5.0	4.0
(2020) Community Outreach	110	861	1,951	1,091	0.8	0.5	1.5	1.0
(2030) Driver Assistance	0	678	890	212	0.0	6.5	9.5	3.0
(2040) Customer Service	0	173	249	76	0.0	1.2	2.2	1.0
<b>Subtotal (2000) Driver and Consumer Service Program</b>	<b>742</b>	<b>1,802</b>	<b>3,498</b>	<b>1,696</b>	<b>4.1</b>	<b>9.2</b>	<b>18.2</b>	<b>9.0</b>
<b>(3000) Research Program</b>								
(3010) Research	1,747	309	344	35	8.8	2.1	2.1	0.0
<b>Subtotal (3000) Research Program</b>	<b>1,747</b>	<b>309</b>	<b>344</b>	<b>35</b>	<b>8.8</b>	<b>2.1</b>	<b>2.1</b>	<b>0.0</b>
<b>(4000) Enforcement and Education Program</b>								
(4010) Field Enforcement	0	1,270	3,448	2,178	0.0	16.8	32.8	16.0
(4020) Company Audit	0	86	115	29	0.0	0.4	0.4	0.0
(4030) Fleet Management	0	60	61	1	0.0	0.2	0.2	0.0
<b>Subtotal (4000) Enforcement and Education Program</b>	<b>0</b>	<b>1,415</b>	<b>3,624</b>	<b>2,208</b>	<b>0.0</b>	<b>17.4</b>	<b>33.4</b>	<b>16.0</b>

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**Table TC0-4 (Continued)**

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014
<b>(5000) Public Adjudication</b>								
(5010) Public Adjudication	0	6	0	-6	0.0	0.0	0.0	0.0
<b>Subtotal (5000) Public Adjudication</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>-6</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>(6000) Legal Program</b>								
(6010) Legal Program	0	144	145	1	0.0	0.1	0.1	0.0
<b>Subtotal (6000) Legal Program</b>	<b>0</b>	<b>144</b>	<b>145</b>	<b>1</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>0.0</b>
<b>(7000) Public Information</b>								
(7010) Public Information	0	128	136	8	0.0	1.1	1.1	0.0
<b>Subtotal (7000) Public Information</b>	<b>0</b>	<b>128</b>	<b>136</b>	<b>8</b>	<b>0.0</b>	<b>1.1</b>	<b>1.1</b>	<b>0.0</b>
<b>Total Proposed Operating Budget</b>	<b>2,612</b>	<b>4,200</b>	<b>8,470</b>	<b>4,270</b>	<b>13.5</b>	<b>33.0</b>	<b>61.0</b>	<b>28.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**Note:** For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2015 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2015 Proposed Budget Changes

The District of Columbia Taxicab Commission's proposed FY 2015 gross budget is \$8,469,714, which represents a 101.7 percent increase over its FY 2014 approved gross budget of \$4,200,000. The budget is comprised of \$1,000,000 in Local funds, \$7,269,714 in Special Purpose Revenue funds, and \$200,000 in Intra-District funds.

### Agency Budget Submission

**Increase:** The budget increase proposed in Special Purpose Revenue funds reflects DCTC's resolve to adhere to the District's mandate of improving and modernizing the taxicab system in Washington D.C. In an effort to further improve the services of the Washington Taxicab industry, DCTC proposes an increase of \$2,252,812 in personal services to fund 28 additional positions, which includes 14 hacker inspectors that will provide auxiliary services for the Enforcement and Education program. This change will allow DCTC to provide the citizens of the District and visitors alike a safe and efficient taxicab experience, while adhering to a standard of high quality customer service.

Other proposed adjustments in the budget include increases of \$699,512 to ensure adequate funding for contractual services related to DCTC's mandated annual audit, fingerprinting, and background checks for drivers, and \$275,000 to procure 11 additional vehicles for the new hack inspectors. While the Special Purpose Revenue funds budget is consistent with the revenue projection for FY 2015, it also supports the agency's primary objectives of transparency and accountability by proposing an increase of \$42,387 for professional services.

The Intra-District budget proposes an increase of \$126,348 to accommodate DCTC's commitment to a Memorandum of Understanding (MOU) with the Office of the Attorney General (OAG). This MOU provides funding for legal services.

**Decrease:** Although the proposed Intra-District budget remains unchanged from the FY 2014 request of \$200,000, DCTC reallocated resources within this appropriation fund. In order to offset the increase in the budget associated with its MOU with the OAG, DCTC proposes to reduce the budget for office supplies by \$348. Furthermore, the agency proposes a reduction of \$126,000 in Intra-District funds to reflect projected cost savings for contractual services.

**Mayor’s Proposed Budget**

**Transfer In:** An increase of \$1,000,000 transferred from the Washington Metropolitan Area Transit Authority (WMATA) will fund the DCTC/WMATA Coordinated Alternative to Para-transit Service (“CAPS-DC”), a pilot program in FY 2015. This program enables approved and qualified District of Columbia taxicab companies to provide taxicab service to residents who require trips to and from dialysis facilities.

**District’s Proposed Budget**

**No Change:** The D.C. Taxicab Commission’s budget proposal reflects no change from the Mayor’s proposed budget to the District’s proposed budget.

## FY 2014 Approved Budget to FY 2015 Proposed Budget, by Revenue Type

Table TC0-5 itemizes the changes by revenue type between the FY 2014 approved budget and the FY 2015 proposed budget.

**Table TC0-5**  
(dollars in thousands)

DESCRIPTION	PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2014 Approved Budget and FTE</b>		<b>0</b>	<b>0.0</b>
Transfer In: Metro Access Program	Driver and Consumer Service Program	1,000	0.0
<b>LOCAL FUNDS: FY 2015 Mayor's Proposed Budget</b>		<b>1,000</b>	<b>0.0</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2015 District's Proposed Budget</b>		<b>1,000</b>	<b>0.0</b>
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2014 Approved Budget and FTE</b>		<b>4,000</b>	<b>33.0</b>
Increase: To support additional FTEs	Multiple Programs	2,253	28.0
Increase: Contractual services adjustments	Enforcement and Education Program	700	0.0
Increase: To improve quality/quantity of existing service	Enforcement and Education Program	275	0.0
Increase: To align resources with operational goals	Multiple Programs	42	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2015 Agency Budget Submission</b>		<b>7,270</b>	<b>61.0</b>
No Change		0	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2015 Mayor's Proposed Budget</b>		<b>7,270</b>	<b>61.0</b>
No Change		0	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2015 District's Proposed Budget</b>		<b>7,270</b>	<b>61.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2014 Approved Budget and FTE</b>		<b>200</b>	<b>0.0</b>
Increase: To improve quality/quantity of existing service	Legal Program	126	0.0
Decrease: To align with projected revenues (Less than \$500)	Driver and Consumer Service Program	0	0.0
Decrease: Contractual services adjustments	Legal Program	-126	0.0
<b>INTRA-DISTRICT FUNDS: FY 2015 Agency Budget Submission</b>		<b>200</b>	<b>0.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2015 Mayor's Proposed Budget</b>		<b>200</b>	<b>0.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2015 District's Proposed Budget</b>		<b>200</b>	<b>0.0</b>
<b>Gross for TC0 - D.C. Taxicab Commission</b>		<b>8,470</b>	<b>61.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)



## Agency Performance Plan

The agency's performance plan has the following objectives for FY 2015:

### Driver and Consumer Services

**Objective 1:** Provide timely response to passenger and driver complaints.

**Objective 2:** Efficiently process driver licensing and vehicle registration applications.

**Objective 3:** Ensure quality customer service for all passengers.

## KEY PERFORMANCE INDICATORS

### Driver and Consumer Services

Measure	FY 2012 Actual	FY 2013 Target	FY 2013 Actual	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent of new complaints acknowledged within 2 days of receipt	92.8%	92%	98.1%	95%	95%	98%
Percent of lost items returned to customers <sup>1</sup>	72.5%	81%	72.8%	80%	85%	85%
Percent of vehicles in compliance with age limitation	Not Available	Not Available	Not Available	100%	100%	100%
Percent of driver records digitized	Not Available	Not Available	Not Available	80%	100%	100%
Percent of taxicabs credit card system/modern taximeters installed <sup>2</sup>	Not Available	Not Available	Not Available	100%	100%	100%

### Enforcement and Education

**Objective 1:** Complete training institution audits.

**Objective 2:** Provide quality hack enforcement, compliance, and oversight of vehicles, and companies.

## KEY PERFORMANCE INDICATORS

### Enforcement and Education

Measure	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>3</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent of taxicabs and limousines inspected that have valid licenses and insurance	89.3%	85%	91.1%	90%	90%	98%
Percent of new drivers certified	Not Available	Not Available	70%	80%	80%	80%
Percent of companies that have completed the training course	Not Available	Not Available	Not Available	20%	40%	60%
Percent of audits completed on companies	Not Available	Not Available	Not Available	40%	80%	100%

## Agency Management<sup>4</sup>

**Objective 1:** Ensure passengers have a safe, comfortable, efficient, and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals.

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### KEY PERFORMANCE INDICATORS

#### Agency Management

Measure	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>5</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent of Taxicabs with Smart Meter Systems installed	Not Available	100%	95.6%	100%	100%	100%
Percent of Taxicabs with universal dome lights installed	Not Available	Not Available	90.1%	100%	100%	100%
Percent of taxicabs that are painted with the District's uniform taxicab color standards	Not Available	Not Available	21.3%	40%	60%	75%

#### Performance Plan Endnotes:

<sup>1</sup>ReturnMoi is one of the largest lost and found companies in North America. The company's website reports a recovery rate of over 80 percent in FY 2013.

<sup>2</sup>Data not available

<sup>3</sup>Data is current as of the 3rd quarter of FY 2013.

<sup>4</sup>Due to significant overlap in functional operations, Agency Management also includes the following budget divisions: Research Program; Legal Program; and Public Information.

<sup>5</sup>Data is current as of the 3rd quarter of FY 2013.