



DC TAXICAB COMMISSION (DCTC) – TCO

Ron M. Linton, Chairman

2041 Martin Luther King Jr. Avenue SE, Suite 204

Washington, DC 20020

(202) 645-6003

<http://dctaxi.dc.gov/>

Central Purpose

To provide the citizens of the District of Columbia and its visitors a safe, comfortable, efficient and affordable public vehicle for hire transportation experience in well-equipped vehicles operated by highly qualified individuals who espouse the basic tenants of high quality customer service. Simultaneously, the Commission strives to provide public vehicle for hire owners and operators with a system of rules and regulations that are fair and transparent and that allow for technological advancements to be introduced to the industry and for properly qualified individuals to participate in the industry.

Key Facts

- DCTC provides services to approximately 9,000 taxicab drivers, including 1,400 independent owner operators and 96 taxicab companies who together operate 6,200 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 also resolves more than 1,000 customer complaints annually.
- DCTC Public Vehicle Enforcement (Hack) Inspectors conduct daily taxicab, sedan and limousine inspections.
- DCTC responds to more than 6,000 inquiries annually about lost items.

Goals/Performance Measures

- Provide timely response to passenger and driver complaints
- Efficiently process driver licensing with a 5-day turnaround from application to licensure
- Ensure quality customer service for all passengers through safe, comfortable, affordable, and efficient public vehicle for hire experiences on all levels

- Provide professional enforcement, compliance and oversight of vehicles and companies

Programs/Services

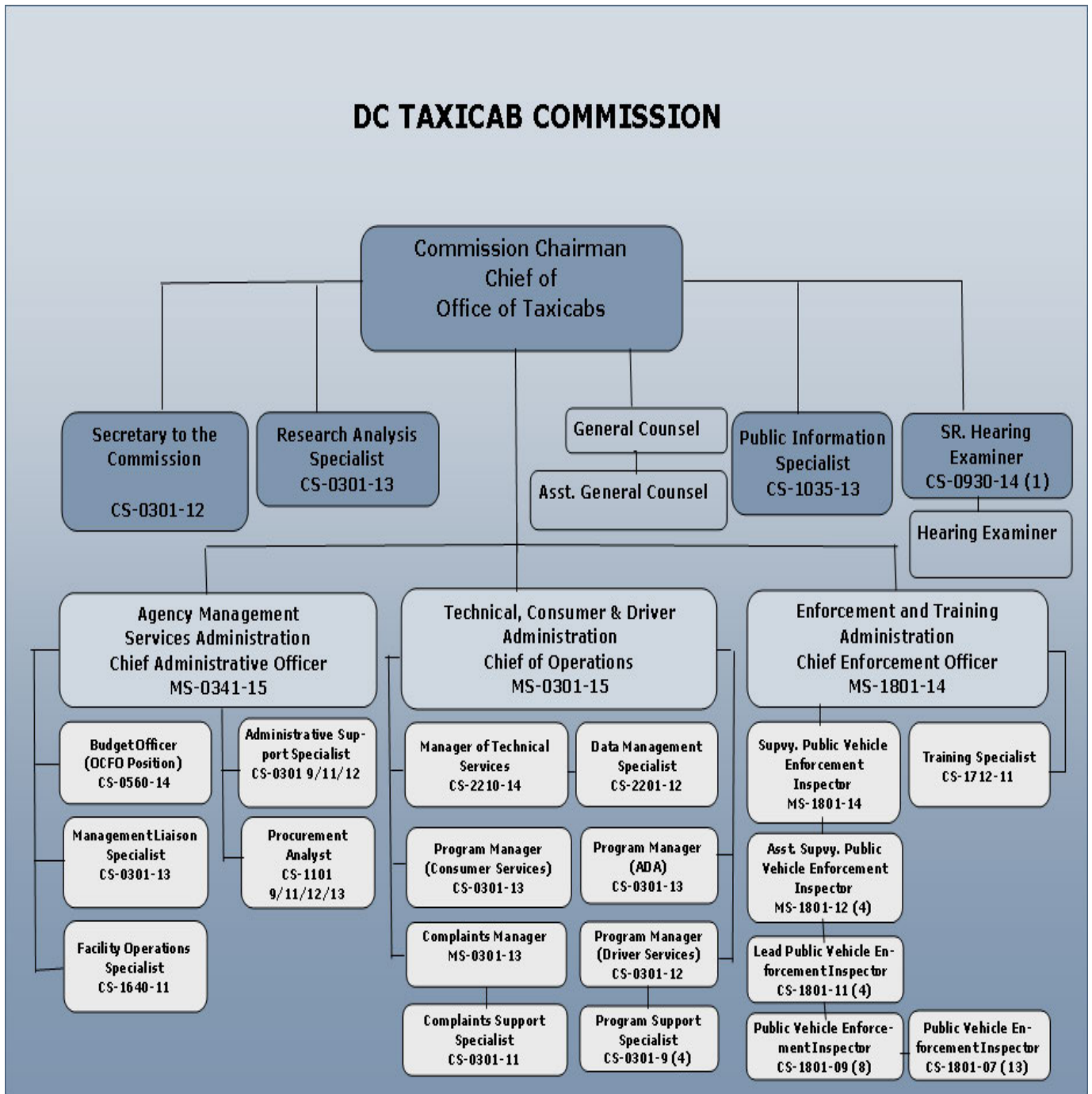
- *Vehicle Modernization*: new meter system allows for cashless payment and more detailed receipts; uniform color scheme; new dome lights with easily identifiable vehicle number; removal schedule for older vehicle models so that by January 2018 no taxi will be more than seven years old
- *CAPS-DC (Coordinated Alternative to Paratransit Service)*: a collaboration between WMATA, the OCFO and DCTC to utilize former MetroAccess wheelchair accessible vans as DCTC taxicabs to transport patients to and from their daily scheduled dialysis appointments
- *Anonymous Riders Program*: targets violations, specifically, refusal to haul and failure to process cashless payments, by utilizing riders of various races and physical abilities to take taxicab rides and document their findings. Those drivers found to be in violation are subject to the appropriate action
- *Mass Texting Service*: Provides pre-registered venues with the option to send a message to DCTC advising of the need for taxi service for large numbers of passengers. This message is then automatically forwarded to the Payment Service Providers (PSP) and onto the taxicabs via the MTS (modern taximeter system)
- *Passenger and Driver Safety Buttons*: In conjunction with the Metropolitan Police Department (MPD), DCTC is developing a program by which drivers and passengers will have, within reach, a button that once pressed will notify DCTC that there is an emergency situation occurring within a taxicab. DCTC will, in turn, respond and simultaneously, notify MPD to respond

- *One City Taxi App*: DCTC is considering a proposal in response to customer service demands by mandating that all the 7,000 plus taxicabs licensed by DCTC adopt the use of an application (app) for electronic hailing
- *Neighborhood Van Service*: Currently surveys and research are being conducted to determine the best implementation of a neighborhood transportation service that would operate within specified geographic areas for a fixed fare regardless of the length of the ride
- *Benefits Program*: DCTC is considering a proposal to create a benefits program for drivers of public vehicles for hire to include retirement, disability care, life insurance and medical coverage.

First Quarter CY2015 Hot Button Issue(s)

- CAPS-DC: Continue to support this program with an expansion effort so that additional contact with MetroAccess eligible participants will encourage further growth, acceptance and participation in the program
- Develop the TCIS (Taxicab Information System) to its full potential to provide transportation related data
- Develop fully the passenger and driver safety alert buttons to provide a means for notification when in need of assistance
- Ensure driver applicants are being provided the appropriate services for the new 5-day licensing program
- Bring into existence the Neighborhood Van Service model
- Continue the development of the One City Taxi App and to bring about the establishment of a Not-for-Profit, industry owned, Co-Op to implement the use of the App
- Adopt regulations that will bring about the implementation of a health benefits program for drivers
- Enforce the modernization program to achieve the goal of no taxi vehicle still in service by the year 2018 that is more than seven (7) years old and an entire taxi fleet that is 100% wheelchair accessible

Organization Chart



Boards and Commissions relevant to the agency (if any)

Board Name	Name of Chairperson	No. of Members
DC Taxicab Commission	Ron M. Linton	Nine (9)

Budget FY2015

Total Budget	\$ 8,660,708.99
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No. of Employees

Current No. of FTEs	Sixty-one (61)
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Union Representation

Union(s)	Union Representative	No. of Members
American Federation of Government Employees (AFGE)	[REDACTED]	16
American Federation of State, County & Municipal Employees (AFSCME)	[REDACTED]	0

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
DCTC Main Office	2041 Martin Luther King Jr. Ave. SE Suite 204 Washington DC	20020	8	(202) 645-6018

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
Driver/Passenger Safety Button	Provides a means for driver or passenger to call for appropriate assistance	Summer 2015
One City Taxi App	Will allow electronic hail of a taxicab through a telephone application	Summer 2015
Neighborhood Van Service	Transportation service within a specified geographic area for a fixed price	Summer 2015
Age of Taxicabs	Revision of the age of taxicabs to allow for no vehicles more than seven years old to still be in service by January 2018	January 2018
Benefits Program	A proposal to consider a retirement, disability care, life insurance and medical coverage plan for drivers	Fall 2015

Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
N/A					

Important/Significant Dates

Event	Brief Description	Delivery Date
Age of Taxicabs	Finalize Age of Taxicab Rules	11-12-2014
Driver Refresher Training	Proposed Rulemaking for Refresher Training for Current Drivers	11-12-2014
Chapter 8	Final Rulemaking for Chapter 8 / meter rates to zero	11-12-2014
CAPS-DC	Proposed Rulemaking to approve the adding of 33 former MetroAccess vans as taxis to carry dialysis patients to and from dialysis appointments	11-12-2014
Neighborhood Van Service	Proposed Rulemaking to adopt a proposal to create Neighborhood Van Service	12-10-2014
Benefits Program	A proposal to consider a retirement, disability care, life insurance and medical coverage plan for drivers	12-10-2014

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
Technical Support Group - TCIS (Taxicab Information System) and Taxicab App development	Triage, LLC	\$300,000	10-1-2014 thru 9-31-2015
Taxi Research	Taxi Research Project, Ltd.	\$37,000	10-1-2014 thru 9-31-2015

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
DCTC/DMV	Allows for the return of funds collected for licensing out of state vehicles to operate as public vehicles for hire	10-1-2014 thru 9-30-2015 MOU
DCTC/DCHR	DCHR will provide background checks/fingerprint reports for driver applicants for a public vehicle for hire license	10-1-2014 thru 9-30-2015 MOU
DCTC/WMATA	Purchase former MetroAccess vans and exchange of patient information for dialysis transport by the converted taxis	10-1-2014 thru 9-30-2015 MOU
DCTC/DDOT	Use funds provided by DDOT for the sole purpose of providing the service of taxicab trips to and from defined dialysis facilities	10-1-2014 thru 9-30-2015

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
N/A				

Active Litigation(s)

Project Name	Brief Description
[REDACTED]	[REDACTED]
[REDACTED]	
[REDACTED]	

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		