

---

# D.C. Taxicab Commission

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

Telephone: 202-645-6018

---

Description	FY 2010 Actual	FY 2011 Approved	FY 2012 Proposed	% Change from FY 2011
Operating Budget	\$1,781,896	\$1,873,090	\$1,863,832	-0.5
FTEs	23.9	22.0	22.0	0.0

---

The mission of the District of Columbia Taxicab Commission (DCTC) 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 9,000 taxicab drivers and 105 taxicab companies, 1,056 independent limousine drivers, and 269 limousine companies. DCTC Hack Inspectors conduct daily random taxicab inspections. DCTC Hack Inspectors also attend and provide testimony before the Bureau of Traffic Adjudication in support of notices of infraction issued to taxicab and limousine operators. Additionally, DCTC provides services to 1,250 customers at its counter, answers 1,060 customer service calls, and receives 200 pieces of correspondence every month. DCTC also hears consumer complaints against taxicab and limousine operators and collects fines related to mediation of those complaints.

The agency's FY 2012 proposed budget is presented in the following tables:

## FY 2012 Proposed Gross Funds Operating Budget, by Revenue Type

Table TC0-1 contains the proposed FY 2012 agency budget compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

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

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
<b>General Fund</b>						
Local Funds	1,220	1,077	1,078	1,069	-9	-0.9
Special Purpose Revenue Funds	551	467	511	511	0	0.0
<b>Total for General Fund</b>	<b>1,771</b>	<b>1,544</b>	<b>1,590</b>	<b>1,580</b>	<b>-9</b>	<b>-0.6</b>
<b>Intra-District Funds</b>						
Intra-District Funds	314	238	284	284	0	0.0
<b>Total for Intra-District Funds</b>	<b>314</b>	<b>238</b>	<b>284</b>	<b>284</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>2,085</b>	<b>1,782</b>	<b>1,873</b>	<b>1,864</b>	<b>-9</b>	<b>-0.5</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 2012 Operating Appendices located on the Office of the Chief Financial Officer's website.

## FY 2012 Proposed Full-Time Equivalents, by Revenue Type

Table TC0-2 contains the proposed FY 2012 FTE level compared to the FY 2011 approved FTE level by revenue type. It also provides FY 2009 and FY 2010 actual data.

**Table TC0-2**

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change
<b>General Fund</b>						
Local Funds	15.0	19.0	170	16.0	-1.0	-5.9
Special Purpose Revenue Funds	2.5	4.0	4.0	5.0	1.0	25.0
<b>Total for General Fund</b>	<b>175</b>	<b>23.0</b>	<b>21.0</b>	<b>21.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Intra-District Funds</b>						
Intra-District Funds	0.5	0.9	1.0	1.0	0.0	0.0
<b>Total for Intra-District Funds</b>	<b>0.5</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>18.0</b>	<b>23.9</b>	<b>22.0</b>	<b>22.0</b>	<b>0.0</b>	<b>0.0</b>

## FY 2012 Proposed Operating Budget, by Comptroller Source Group

Table TC0-3 contains the proposed FY 2012 budget at the Comptroller Source Group (object class) level compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

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

Comptroller Source Group	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
11 - Regular Pay - Cont Full Time	854	861	832	929	97	11.7
12 - Regular Pay - Other	200	335	370	291	-78	-21.1
13 - Additional Gross Pay	56	26	15	23	8	54.7
14 - Fringe Benefits - Curr Personnel	214	263	265	298	33	12.6
15 - Overtime Pay	31	10	0	0	0	N/A
<b>Subtotal Personal Services (PS)</b>	<b>1,356</b>	<b>1,495</b>	<b>1,481</b>	<b>1,542</b>	<b>61</b>	<b>4.1</b>
20 - Supplies and Materials	5	0	4	4	0	0.0
30 - Energy, Comm. and Bldg Rentals	0	9	0	0	0	N/A
31 - Telephone, Telegraph, Telegram, Etc.	20	36	0	0	0	N/A
32 - Rentals - Land and Structures	147	0	0	0	0	N/A
40 - Other Services and Charges	290	107	212	190	-22	-10.3
41 - Contractual Services - Other	69	47	77	128	51	66.3
70 - Equipment and Equipment Rental	200	87	99	0	-99	-100.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>729</b>	<b>287</b>	<b>392</b>	<b>322</b>	<b>-70</b>	<b>-17.9</b>
<b>Gross Funds</b>	<b>2,085</b>	<b>1,782</b>	<b>1,873</b>	<b>1,864</b>	<b>-9</b>	<b>-0.5</b>

\*Percent change is based on whole dollars.

### Program Description

The D.C. Taxicab Commission operates through the following 3 programs:

**Licensing and Dispute Resolution** – provides licensing of and complaint resolution for public vehicle-for-hire owners and operators so that passengers are ensured consistent, safe, and non-discriminatory transportation services.

This program contains the following 2 activities:

- **Business and Operator Licensing** – licenses operators, companies, and associations that comprise the public vehicle-for-hire industry; and
- **Taxicab Dispute Resolution** – investigates, mediates, refers, and resolves complaints against and among public vehicle-for-hire owners, operators, and customers.

**Passenger and Driver Protection** – provides enforcement, compliance and legal oversight to ensure that public vehicle-for-hire owners and operators are in compliance with District law and regulations.

This program contains the following activity:

- **Enforcement and Compliance** – ensures that public vehicle-for-hire owners and operators are in compliance with District law and the regulations of the D.C. Taxicab Commission, including inspection of taxicab vehicles and the verification of operator licensing.

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

### Program Structure Change

The D.C. Taxicab Commission has no program structure changes in the FY 2012 Proposed Budget.

## FY 2012 Proposed Operating Budget and FTEs, by Program and Activity

Table TC0-4 contains the proposed FY 2012 budget by program and activity compared to the FY 2011 approved budget. It also provides the FY 2010 actual data.

**Table TC0-4**

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011
<b>(1000) Agency Management Program</b>								
(1010) Personnel	17	18	18	0	0.2	0.2	0.2	0.0
(1015) Training and Education	7	13	8	-5	0.0	0.0	0.0	0.0
(1020) Contracting and Procurement	34	18	18	0	0.2	0.2	0.2	0.0
(1030) Property Management	6	7	7	0	0.0	0.0	0.0	0.0
(1040) Information Technology	33	10	13	3	0.0	0.0	0.0	0.0
(1050) Financial Management	17	18	18	0	0.2	0.2	0.2	0.0
(1060) Legal	-2	0	0	0	0.0	0.0	0.0	0.0
(1070) Fleet Management	55	58	47	-11	0.0	0.0	0.0	0.0
(1080) Communications	6	17	14	-3	0.0	0.0	0.0	0.0
(1085) Customer Service	18	25	22	-3	0.2	0.2	0.2	0.0
(1090) Performance Management	17	18	18	0	0.2	0.2	0.2	0.0
<b>Subtotal (1000) Agency Management Program</b>	<b>209</b>	<b>204</b>	<b>185</b>	<b>-19</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(2000) Licensing and Dispute Resolution</b>								
(2010) Business and Operator Licensing	509	596	566	-31	4.8	4.9	4.9	0.0
(2020) Taxicab Dispute Resolution	119	134	126	-9	1.3	1.3	1.3	0.0
<b>Subtotal (2000) Licensing and Dispute Resolution</b>	<b>629</b>	<b>730</b>	<b>691</b>	<b>-39</b>	<b>6.1</b>	<b>6.2</b>	<b>6.2</b>	<b>0.0</b>
<b>(3000) Passenger and Driver Protection</b>								
(3010) Enforcement and Compliance	945	939	988	49	16.8	14.8	14.8	0.0
(3020) Legal Counsel	-1	0	0	0	0.0	0.0	0.0	0.0
<b>Subtotal (3000) Passenger and Driver Protection</b>	<b>944</b>	<b>939</b>	<b>988</b>	<b>49</b>	<b>16.8</b>	<b>14.8</b>	<b>14.8</b>	<b>0.0</b>
<b>Total Proposed Operating Budget</b>	<b>1,782</b>	<b>1,873</b>	<b>1,864</b>	<b>-9</b>	<b>23.9</b>	<b>22.0</b>	<b>22.0</b>	<b>0.0</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 2012 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2012 Proposed Budget Changes

**Intra-Agency Adjustments:** The following adjustments were made: a transfer of \$55,446 and 1.0 FTE from Local to Special Purpose Revenue funds; an increase of \$8,203 for shift differential expenses; and a shift of \$55,400 from nonpersonal services to personal services to more efficiently align the personal services costs for salary and fringe benefits in Special Purpose Revenue.

**Transfers Out:** The Local portion of the information technology assessment cost totaling \$9,259 was moved to the Office of the Chief Technology Officer (OCTO).

**Protected Programs:** The proposed budget retains resources required for DCTC to maintain customer service in its licensing, enforcement, and complaint resolution activities.

## FY 2011 Approved Budget to FY 2012 Proposed Budget, by Revenue Type

Table TC0-5 itemizes the changes by revenue type between the FY 2011 approved budget and the FY 2012 proposed budget.

**Table TC0-5**

(dollars in thousands)

	PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2011 Approved Budget and FTE</b>		<b>1,078</b>	<b>17.0</b>
Shift: Transferred 1.0 FTE to Special Purpose Revenue funds	Licensing and Dispute Resolution	-55	-1.0
Shift: Funding for the anticipated shift differential	Passenger and Driver Protection	8	0.0
Cost Increase: Adjust salary and fringe schedule to include step increases	Passenger and Driver Protection	47	0.0
<b>FY 2012 Initial Adjusted Budget</b>		<b>1,078</b>	<b>16.0</b>
Transfer Out: Transfer Local portion of the IT assessment to OCTO	Agency Management Program	-9	0.0
<b>LOCAL FUNDS: FY 2012 Proposed Budget and FTE</b>		<b>1,069</b>	<b>16.0</b>
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2011 Approved Budget and FTE</b>		<b>511</b>	<b>4.0</b>
Cost Increase: Increase in fringe benefit costs	Multiple Programs	11	0.0
Shift: Funding for a position shifted from Local funds	Licensing and Dispute Resolution	55	1.0
Cost Decrease: Align projected revenue with personal services costs	Multiple Programs	-66	0.0
<b>FY 2012 Initial Adjusted Budget</b>		<b>511</b>	<b>5.0</b>
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2012 Proposed Budget and FTE</b>		<b>511</b>	<b>5.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2011 Approved Budget and FTE</b>		<b>284</b>	<b>1.0</b>
Correct: Adjust salary and fringe to mirror historical spending	Licensing and Dispute Resolution	-5	0.0
Cost Increase: Increase in supplies budget to meet agency needs	Licensing and Dispute Resolution	4	0.0
Cost Increase: Align travel, printing, and training budgets with nonpersonal services adjustments	Licensing and Dispute Resolution	20	0.0
Shift: Align equipment budget to support FACE ID upgrade	Licensing and Dispute Resolution	75	0.0
Shift: Reduction in subsidies to support FACE ID upgrade and other nonpersonal services needs	Licensing and Dispute Resolution	-94	0.0
<b>FY 2012 Initial Adjusted Budget</b>		<b>284</b>	<b>1.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2012 Proposed Budget and FTE</b>		<b>284</b>	<b>1.0</b>
<b>Gross for TC0 - D.C. Taxicab Commission</b>		<b>1,864</b>	<b>22.0</b>

## Agency Performance Plan

The agency's performance plan has the following objectives for FY 2012:

**Objective 1:** Improve customer and taxicab service provided to the citizens and visitors of the District.

**Objective 2:** Improve the efficiency and quality of services that support and regulate taxicabs in the District.

---

## Proposed Key Performance Indicators

<b>Measure</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Target</b>	<b>FY 2010 Actual</b>	<b>FY 2011 Projection</b>	<b>FY 2012 Projection</b>	<b>FY 2013 Projection</b>
Percentage of complaints that are acknowledged within two days of receipt of the complaint	93%	93%	97.14%	94%	94%	96%
Percentage of lost items returned to customers	90%	90%	58.54%	91%	92%	93%
Percentage of public vehicles-for-hire licenses processed within one business day of criminal background check	92%	92%	95.23%	93%	93%	95%
Percentage of taxicabs and limousines inspected that have valid licenses, insurance and safety	90%	91%	96.78%	92%	92%	94%