

(TC0) D.C. Taxicab Commission FY 2017 Draft Annual Performance Plan*

D.C. Taxicab Commission has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Ensure passengers have safe and excellent riding experiences.
2	Create and maintain a highly efficient, transparent and responsive District government.**
3	Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry.

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long-term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
1 - Ensure passengers have safe and excellent riding experiences. (8 Activities)		
Field Enforcement	Performs field inspections and issues notice of infractions	Daily Service
Company Audit	Reviews vehicle records of public vehicle-for-hire companies to ensure compliance with regulatory requirements of Title 31.	Daily Service
Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies, and prepares notices of infractions for unresolved complaints.	Daily Service
Company Services	Accepts and reviews operating authority applications, fleet licensing, registered agent transactions, and manages strategic account relationships.	Daily Service
Lost and Found	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service
Community Outreach	Communicates with groups, organizations, and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service
Marketing	Monitors news to maintain awareness of the market; and coordinates the promotion of a positive public image.	Daily Service
Driver Services	Helps to remove unsafe operators removed from the street.	Daily Service

2 - Create and maintain a highly efficient, transparent and responsive District government.** (10 Activities)		
Driver Services	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Company services	Accepts and reviews operating authority applications, fleet licensing, registered agent transactions, and manages strategic account relationships.	Daily Service
Field Enforcement	Performs field inspections and issues notice of infractions.	Daily Service
Company Audit	Reviews vehicle records of public vehicle-for-hire companies to ensure compliance with regulatory requirements of Title 31.	Daily Service
Lost and Found	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service
Research	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment, and rulemaking.	Daily Service
Public Adjudication	Provides the hearing of appeals on findings of complaints and notice of infractions and administers orders of suspension or revocation of licenses to ensure consistent, safe and non-discriminatory transportation services.	Daily Service
Marketing	Monitors news to maintain awareness of the market; and coordinates the promotion of a positive public image.	Daily Service
Community Outreach	Communicates with groups, organizations, and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness	Daily Service
Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies, and prepares notices of infractions for unresolved complaints.	Daily Service
3 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry. (6 Activities)		
Research	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment, and rulemaking.	Daily Service
Driver Services	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Company Services	Accepts and reviews operating authority applications, fleet licensing, registered agent transactions, and manages strategic account relationships.	Daily Service
Community Outreach	Communicates with groups, organizations, and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service
Marketing	Monitors news to maintain awareness of the market; and coordinates the promotion of a positive public image.	Daily Service
Field Enforcement	Performs field inspections and issues notice of infractions	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
1 - Ensure passengers have safe and excellent riding experiences. (4 Measures)						
Number of Notification of Infractions (NOIs) issued	X	9,333	10,397	Not available	Not available	9,000
Percentage of complaints processed on time	X	Not available	Not available	Not available	Not available	90%
Number of licenses processed	X	Not available	Not available	Not available	Not available	10,000
Number of impressions made from passenger rights materials	X	Not available	Not available	Not available	Not available	8,000,000
2 - Create and maintain a highly efficient, transparent and responsive District government.** (11 Measures)						
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				
Contracts/Procurement-Contracts lapsed into retroactive status	X	Forthcoming October 2016				
Budget- Local funds unspent	X	Forthcoming October 2016				
Budget- Federal Funds returned	X	Forthcoming October 2016				
Customer Service-Meeting Service Level Agreements	X	Forthcoming October 2016				
Human Resources-Vacancy Rate	X	Forthcoming October 2016				
Human Resources-Employee District residency	X	Forthcoming October 2016				
Human Resources-Employee Onboard Time	X	Forthcoming October 2016				
Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016				

Number of participants engaging in community outreach activities	X	Not available	Not available	Not available	Not available	2,000
Number of public service announcements	X	40	21	Not available	Not available	20
3 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (3 Measures)						
Number of trips by vehicle-for-hire	X	Not available	Not available	Not available	Not available	16,200,000
Number of public research reports completed	X	Not available	2	Not available	Not available	2
Number of active drivers	X	10,397	11,722	Not available	Not available	12,000

Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

***"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.