

2013 Performance Oversight Questions—District of Columbia Taxicab Commission

A. ORGANIZATION AND OPERATIONS

- 1 Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.
 - Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.

RESPONSE: See Attachment 1- Organizational Chart

- Has the agency made any organizational changes in the last year? If so, please explain.

RESPONSE: No.

- 2 Please list each **new program** implemented by the agency during FY 2012. For each initiative please provide:

- A description of the initiative

RESPONSE: DCTC implemented the VIVO online database and re-engineered four main business processes related to registration of public vehicles for hire, reconciliation of taximeter seals, business license/operating authority renewal, and towing of vehicles.

- The funding required to implement to the initiative

RESPONSE: The database development, implementation, training, and creation of online forms were done in house by the Driver Services Officer and internal staff.

- Any documented results of the initiative.

RESPONSE: Reduced the time it takes to determine applications processed by DCTC from months to seconds

Increased the taxi companies' vehicle list compliance from a single digit to 77% in 5 months.

Generated a minimum of \$18,500 in fees from limo operating authority application.

Eliminated the number of unaccounted taximeter seals from 2257 in May 2012 to Zero currently

Allowed DCTC to disseminate information to companies electronically (email list) in minutes rather than days.

- 3 Please provide a complete, up-to-date **position listing** for your agency, which includes the following information for each position:
- Title of position
 - Name of employee or statement that the position is vacant, unfunded, or proposed.
 - Date employee began in position
 - Salary and fringe benefits, including the specific grade, series, and step of position
 - Job status (continuing/term/temporary/contract)
- Please list this information by program and activity*

RESPONSE:

DC TAXICAB COMMISSION POSITION LISTING

AGY	NAME	POS. NO.	POSITION TITLE	SALARY	FRINGE	GR/STEP	SERIES	EOB	STATUS
TCO	Linton,Ron M	2376	Chairman	\$140,000	\$ 693	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	Chrappah,Ernest	76702	Special Assistant	\$125,000	\$ 1,049	15/0	0301	7/15/12	REGULAR-FULL TIME
TCO	Mcinnis,Sharon C	75235	Licensing & Enforcement Officer	\$120,000	\$ 157	8/0	1801	1/3/12	REGULAR-FULL TIME
TCO	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 515	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	Waters III,Neville R	75712	Public Affairs Specialist	\$ 82,400	\$ 612	13/0	1035	8/6/12	REGULAR-FULL TIME
TCO	Mixon,Juanda A	3752	Staff Assistant	\$ 60,254	\$ 304	11/7	0301	8/31/11	TERM-FULLTIME
TCO	Roberts,Linda A	20708	Program Support Specialist	\$ 70,437	\$ 657	11/10	0301	5/02/04	REGULAR-FULL TIME
TCO	Person,David D	8841	Paralegal Specialist	\$ 68,319	\$ 844	12/4	0950	8/2011	REGULAR-FULL TIME
TCO	Tillman,Sherry	51375	Program Analyst	\$ 58,630	\$ 855	11/6	0343	02/2009	TERM-FULLTIME
TCO	Goodwin,Wanda T	23061	Staff Assistant	\$ 52,590	\$ 397	9/6	0301	9/29/87	REGULAR-FULL TIME
TCO	Hevor,Renee	15911	Staff Assistant	\$ 51,141	\$ 682	9/5	0301	7/17/00	REGULAR-FULL TIME
TCO	McKinney,Brenda C	24417	Legal Instruments Examiner	\$ 49,275	\$ 458	7/10	0963	12/4/89	REGULAR-FULL TIME
TCO	Bowden,Mia	14528	Lead Public Vehicle Enforcement Inspec.	\$ 59,901	\$ 899	11/4	1801	12/11/96	REGULAR-FULL TIME
TCO	Evans,Timothy C	70215	Lead Public Vehicle Enforcement Inspec.	\$ 58,145	\$ 853	11/3	1801	9/8/03	REGULAR-FULL TIME
TCO	Martin,Carl E	18364	Lead Public Vehicle Enforcement Inspec.	\$ 61,657	\$ 922	11/5	1801	7/25/07	REGULAR-FULL TIME
TCO	Conrad Sr.,James M	70923	Public Vehicle Enforcement Inspector	\$ 51,141	\$ 831	9/5	1801	6/1/99	REGULAR-FULL TIME
TCO	Lea Jr.,Thomas L	26266	Public Vehicle Enforcement Inspector	\$ 45,345	\$ 610	9/1	1801	3/17/08	REGULAR-FULL TIME
TCO	Lane,James A	14703	Public Vehicle Enforcement Inspector	\$ 49,692	\$ 213	9/4	1801	6/19/91	REGULAR-FULL TIME
TCO	Edwards,Clarissa	75210	Public Vehicle Enforcement Inspector	\$ 49,275	\$ 421	7/10	1801	1/30/12	REGULAR-FULL TIME
TCO	Ayala III,Victor M	31838	Public Vehicle Enforcement Inspector	\$ 37,539	\$ 326	7/1	1801	8/13/12	TERM-FULLTIME
TCO	Bears,Kalvin G	70216	Public Vehicle Enforcement Inspector	\$ 40,147	\$ 407	7/3	1801	11/23/09	TERM-FULLTIME
TCO	Benson,Andraea D	20238	Public Vehicle Enforcement Inspector	\$ 47,971	\$ 820	7/9	1801	4/13/09	TERM-FULLTIME
TCO	Davis,Tremain U	70924	Public Vehicle Enforcement Inspector	\$ 42,755	\$ 816	7/5	1801	6/23/08	TERM-FULLTIME
TCO	Earle,Johnice J	31838	Public Vehicle Enforcement Inspector	\$ 40,147	\$ 402	7/3	1801	11/23/09	TERM-FULLTIME
TCO	Hudgins,Marques D	22000	Public Vehicle Enforcement Inspector	\$ 37,539	\$ 324	7/1	1801	3/26/12	TERM-FULLTIME
TCO	Mekonnen,Eilma	70925	Public Vehicle Enforcement Inspector	\$ 41,451	\$ 811	7/4	1801	9/2/08	TERM-FULLTIME

DC TAXICAB COMMISSION - POSITIONS BY PROGRAM

PROG.		POS.		GR/							
AGY	PCA	DISTR.	NAME	NO.	POSITION TITLE	SALARY	FRINGE	STEP	SERIES	EOB	STATUS
PROGRAM 1000 - AGENCY MANAGEMENT PROGRAM											
TCO	AMP10	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP10	0.1	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 52	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	AMP15	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP20	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP20	0.1	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 52	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	AMP30	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP50	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP50	0.1	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 52	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	AMP70	0.05	Roberts,Linda A	20708	Program Support Specialist	\$ 70,437	\$ 33	11/10	0301	5/02/04	REGULAR-FULL TIME
TCO	AMP80	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP85	0.15	Linton,Ron M	2376	Chairman	\$140,000	\$ 104	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP90	0.05	Linton,Ron M	2376	Chairman	\$140,000	\$ 35	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	AMP90	0.1	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 52	14/0	0341	3/31/08	REGULAR-FULL TIME
PROGRAM 2000 - LICENSING AND DISPUTE RESOLUTION											
TCO	LDR10	0.2	Linton,Ron M	2376	Chairman	\$140,000	\$ 139	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	LDR10	0.2	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 103	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	LDR10	0.5	Roberts,Linda A	20708	Program Support Specialist	\$ 70,437	\$ 328	11/10	0301	5/02/04	REGULAR-FULL TIME
TCO	LDR10	1	Tillman,Sherry	51375	Program Analyst	\$ 58,630	\$ 855	11/6	0343	02/2009	TERM-FULLTIME
TCO	LDR10	1	Goodwin,Wanda T	23061	Staff Assistant	\$ 52,590	\$ 397	9/6	0301	9/29/87	REGULAR-FULL TIME
TCO	LDR10	1	Hevor,Renee	15911	Staff Assistant	\$ 51,141	\$ 682	9/5	0301	7/17/00	REGULAR-FULL TIME
TCO	LDR10	1	Mckinney,Brenda C	24417	Legal Instruments Examiner	\$ 49,275	\$ 458	7/10	0963	12/4/89	REGULAR-FULL TIME
TCO	LDR20	0.1	Linton,Ron M	2376	Chairman	\$140,000	\$ 69	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	LDR20	0.2	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 103	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	LDR20	1	Person,David D	8841	Paralegal Specialist	\$ 68,319	\$ 844	12/4	0950	8/2011	REGULAR-FULL TIME
PROGRAM 3000 - PASSENGER AND DRIVER PROTECTION											
TCO	PDP10	0.2	Linton,Ron M	2376	Chairman	\$140,000	\$ 139	10/0	0301	8/1/11	REGULAR-FULL TIME
TCO	PDP10	1	Chrappah,Ernest	76702	Special Assistant	\$125,000	\$ 1,049	15/0	0301	7/1/512	REGULAR-FULL TIME
TCO	PDP10	1	Mcinnis,Sharon C	75235	Licensing & Enforcement Officer	\$120,000	\$ 157	8/0	1801	1/3/12	REGULAR-FULL TIME
TCO	PDP10	0.2	Laster,Shawn B	1132	Administrative Officer	\$103,598	\$ 103	14/0	0341	3/31/08	REGULAR-FULL TIME
TCO	PDP10	1	Waters III,Neville R	75712	Public Affairs Specialist	\$ 82,400	\$ 612	13/0	1035	8/6/12	REGULAR-FULL TIME
TCO	PDP10	1	Mixon,Juanda A	3752	Staff Assistant	\$ 60,254	\$ 304	11/7	0301	8/31/11	TERM-FULLTIME
TCO	PDP10	0.45	Roberts,Linda A	20708	Program Support Specialist	\$ 70,437	\$ 295	11/10	0301	5/02/04	REGULAR-FULL TIME
TCO	PDP10	1	Bowden,Mia	14528	Lead Public Vehicle Enforcement Inspec.	\$ 59,901	\$ 899	11/4	1801	12/11/96	REGULAR-FULL TIME
TCO	PDP10	1	Evans,Timothy C	70215	Lead Public Vehicle Enforcement Inspec.	\$ 58,145	\$ 853	11/3	1801	9/8/03	REGULAR-FULL TIME
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- 4 Does the agency conduct annual **performance evaluations** of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

RESPONSE: Yes, performance evaluations are conducted by immediate supervisors and reviewed by the agency head. Evaluations follow DCHR requirements.

- 5 Please list all **employees detailed** to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

RESPONSE: Shawn Laster - detailed to Department of Housing and Community Development, per the request of that agency. Employee is not returning and has been replaced.

- 6 Please provide the Committee with:
A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense

RESPONSE:

Ron M. Linton	Victor Ayala *
Shawn Laster	Kalvin Bears *
Jacques Lerner	Andraea Benson *
Erin Johnson	James Conrad, Sr *
Sharon Mc Innis	Tremain Davis *.
Ernest Chrappah	Johnice Earle *
Neville Waters	Clarissa Edwards *
Juanda Mixon	Marques Hudgins *
Linda Roberts	James Lane, Sr.*
David Person	Thomas Lea *
Renee Hevor	Eilma Mekennon *
Sherry Tillman	
Carl Martin	
Mia Bowden	
Timothy Evans	

* Two-way radios/no phone service required during street enforcement

A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned

RESPONSE:

<i>Vehicle Number</i>	<i>Make</i>	<i>Model</i>	<i>Year</i>	<i>Shift I</i>	<i>Shift II</i>	<i>Shift III</i>
7290	Chevy	Impala	2009	J. Lane	J. Earle	M. Hudgins
7291	Chevy	Impala	2009	M. Bowden	C. Martin	T. Evans
7292	Chevy	Impala	2009		J. Conrad	
7317	Chevy	Impala	2009	T. Davis		E. Mekonnen
7322	Chevy	Impala	2009	A. Benson	C. Edwards	T. Lea
3875	Ford	Taurus	2004	K. Bears		
8664	*Dodge	Caravan	2012			

*Dodge Caravan is used by Hack Inspectors and for agency courier needs.

A list of employee bonuses or special award pay granted in FY 2012 and FY 2013, to date-

RESPONSE: None

- A list of travel expenses, arranged by employee

RESPONSE: Chairman Ron M. Linton traveled to New York City to examine their taxi management systems. Total cost was \$792.71. Additionally Chairman Linton traveled to Boston, MA, to examine their licensed hackney carriages systems. Total cost was \$292.60.

- A list of the total overtime and workman's compensation payments paid in FY 2012 and FY 2013, to date

RESPONSE:

TCO OVERTIME STATUS

FY 2012 \$ 17,878
FY 2013 \$ 5,750

**There are no workman's compensation payments paid in FY 2012 or FY 2013 to-date.*

- 7 Please identify all **electronic databases** maintained by your agency, including the following:
 - A detailed description of the information tracked within each system

RESPONSE:

Eforms - public vehicle for hire operator license applications and renewal status

VIVO - vehicle registration applications, impounded vehicles, taximeter calibrations and seals, and FAQs.

- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system

RESPONSE:

Eforms is about 8 months. VIVO is 7 months.

- Whether the public can be granted access to all or part of each system

RESPONSE:

- No – contains private information.

- 8 What has the agency done in the past year to make the activities of the agency more **transparent** to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

RESPONSE:

Revised website to improve user friendliness; increased rapidity of placing information on the website and distribution to industry and media; and media interviews.

The consistent use of media releases and greater personal contact with media representatives has created a more accessible environment. The result has been more insight to agency operations and increased awareness regarding the administration of the agency's regulatory responsibilities.

In addition, the agency has supported the recent introduction of an industry-specific publication with a regular column from the Chairman discussing local issues regarding the public vehicle for hire industry.

Increased the number of public hearings and changed the format to allow greater participation.

- 9 How does the agency solicit **feedback** from customers? Please describe.
- What is the nature of comments received? Please describe.
 - How has the agency changed its practices as a result of such feedback?

RESPONSE:

Customers provide feedback through the following: General Commission Meetings; Public Hearings; the solicitation of comments to “Ask the Commissioner” via agency website; and 24-hour universal services number.

Feedback varies to include: complaints; lost items; suggestions; compliments; general agency services and operational comments; and media inquiries.

Institution of 24-hour universal services allows customers to make reports in a timely manner and the agency to be more responsive in addressing customer concerns.

- 10 How has the agency tried to reduce agency energy use in FY 2012?

RESPONSE: By evaluating vehicles. Following MPD’s lead, since vehicles are used in a similar fashion.

B. BUDGET AND FINANCE

- 11 Please provide a chart showing your agency’s **approved budget and actual spending**, by division, for FY 2012 and FY 2013, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

RESPONSE: (See chart on next page)

		TC0 - TAXI CAB COMMISSION							
		As of February 15, 2013							
		FY 2012			FY 2012				
Comp Source Group	Comp Source Group Title	FY 2012 Approp Bal	FY 2012 Expend Bal	FY 2012 Year-End Remaining	FY 2013 Approp Bal	FY 2013 Expend Bal	FY 2013 Intra-D, Encumber	FY 2013 Remaining Bal	Variance Explanation
0100 LOCAL FUND									
0011	REGULAR PAY - CONT FULL TIME	753,794	743,894	9,900	0	74,865	0	(74,865)	FY 2013 negative expenditures to be shifted to special purpose revenue Consumer Service Fund. Peoplesoft
0012	REGULAR PAY - OTHER	383,522	383,522	0	365,000	115,073	0	249,927	
0013	ADDITIONAL GROSS PAY	25,735	15,534	10,201	0	4,094	0	(4,094)	
0014	FRINGE BENEFITS - CURR PERSONN	268,536	263,513	5,024	50,000	106,588	0	(56,588)	
0015	OVERTIME PAY	10,000	17,878	(7,878)	0	5,990	0	114,380	
01 PERSONNEL SERVICES		1,441,587	1,424,341	17,247	415,000	306,610	0	108,390	
0031	TELEPHONE, TELEGRAPH, TELEGRA	0	2,000	(2,000)	0	0	0	0	
0040	OTHER SERVICES AND CHARGES	418,900	417,643	1,257	0	0	0	0	
0041	CONTRACTUAL SERVICES - OTHER	180,045	172,008	8,037	65,000	4,027	0	60,973	
0070	EQUIPMENT & EQUIPMENT RENTAL	25,000	22,450	2,550	0	0	0	0	
02 NON-PERSONNEL SERVICES		623,945	614,101	9,844	65,000	4,027	0	60,973	
0100 LOCAL FUND		2,065,532	2,038,442	27,090	480,000	310,636	0	169,364	
Comp Source Group	Comp Source Group Title	FY 2012 Approp Bal	FY 2012 Expend Bal	FY 2012 Year-End Remaining	FY 2013 Approp Bal	FY 2013 Expend Bal	FY 2013 Intra-D, Encumber	FY 2013 Remaining Bal	
0600 SPECIAL PURPOSE REVENUE FUNDS									
0011	REGULAR PAY - CONT FULL TIME	259,481	259,481	0	1,019,302	332,254	0	687,048	
0012	REGULAR PAY - OTHER	67,418	34,962	32,456	168,330	0	0	168,330	
0014	FRINGE BENEFITS - CURR PERSONN	84,022	60,761	23,261	315,564	15,750	0	299,814	
0015	OVERTIME PAY	0	0	0	0	(58)	0	58	
01 PERSONNEL SERVICES		410,921	355,204	55,717	1,503,195	347,946	0	1,155,250	
0031	TELEPHONE, TELEGRAPH, TELEGRA	0	0	0	0	0	1,000	(1,000)	Fingerprinting expenditures as of FY 2012 year-end close were less than \$1,000 causing \$43K to remain. / FY 2012 Taxicab Assessment Fund revenue was \$100K below approved budget. Expenditures were monitored to ensure sufficiency.
0040	OTHER SERVICES AND CHARGES	145,229	58,536	86,693	104,041	18,823	25,349	59,869	
0041	CONTRACTUAL SERVICES - OTHER	5,049	0	5,049	0	0	0	0	
02 NON-PERSONNEL SERVICES		150,278	58,536	91,743	104,041	18,823	26,349	58,869	
0600 SPECIAL PURPOSE REVENUE FUNDS		561,200	413,740	147,460	1,607,236	366,769	26,349	1,214,118	
Comp Source Group	Comp Source Group Title	FY 2012 Approp Bal	FY 2012 Expend Bal	FY 2012 Year-End Remaining	FY 2013 Approp Bal	FY 2013 Expend Bal	FY 2013 Intra-D, Encumbered	FY 2013 Remaining Bal	
0700 INTRADISTRICT FUNDS									
0012	REGULAR PAY - OTHER	57,006	57,006	0	58,630	18,480	0	40,150	
0013	ADDITIONAL GROSS PAY	0	0	0	23,203	7,077	0	16,126	
0014	FRINGE BENEFITS - CURR PERSONN	13,938	13,938	0	15,449	7,010	0	8,440	
0015	OVERTIME PAY	0	0	0	10,000	(376)	0	10,376	
01 PERSONNEL SERVICES		70,944	70,944	0	107,282	32,191	0	75,091	
0020	SUPPLIES AND MATERIALS	16,930	16,930	0	4,000	0	2,000	2,000	Initial FY 2012 intra-district budget reduced from \$283,500 to \$206,050 because of reduced revenue from Out-of-State License Fund. FY 2013 is anticipated to be reduced to \$200,000 as well.
0031	TELEPHONE, TELEGRAPH, TELEGRA	9,163	9,163	0	0	0	500	(500)	
0040	OTHER SERVICES AND CHARGES	27,846	27,846	0	18,620	21,042	0	(2,422)	
0041	CONTRACTUAL SERVICES - OTHER	81,167	81,167	0	103,786	24,432	85,310	(5,956)	
0070	EQUIPMENT & EQUIPMENT RENTAL	0	0	0	50,000	0	0	50,000	
02 NON-PERSONNEL SERVICES		135,106	135,106	0	176,406	45,474	87,810	43,122	
0700 INTRADISTRICT FUNDS		206,050	206,050	0	283,688	77,665	87,810	118,213	
TAXI CAB COMMISSION		2,832,782	2,658,232	174,550	2,370,924	755,070	114,159	1,501,695	

- 12 Please list any **reprogrammings**, in, out, or within, related to FY 2012 funds. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

RESPONSE:

FY 2012 REPROGRAMMINGS						
DATE	AMOUNT	TRANSFER FR	TRANSFER TO ORIGINAL PURPOSE REPROGRAMMED USE			
LOCAL FUND						
Nov-11	\$475,000	DSO-REPAYMENT OF LOANS & INTEREST	LOCAL	DEBT SERVICE	STAFF INCREASE,CONTRACTS	
June-12	\$61,400	TCO	TCO	SALARIES	OCTO SUPPORT	
				DEBT SERVICE	FY 2012 VERIFONE CONTRACT TO	
July-12	\$415,000	MASTER EQUIPMENT LEASE	TCO	COSTS	SUPPORT SURCHARGE	
July-12	\$1,340,000	MASTER EQUIPMENT LEASE	TCO		INSTALLATION OF METERS	
					OVERTIME & PROFESSIONAL	
May-12	\$105,000	TCO SALARIES	TCO	SALARIES	SERVICES	
				PROFESSIONAL	CLOSING REPROGRAMMING TO	
				SERVICES &	SUPPORT ANTICIPATED SALARY	
Oct-12	\$129,550	TCO	TCO	CONTRACTS	EXPENDITURES	
Jun-12	\$106,400	OCP	TCO	OCP SURPLUS	SALARIES & OCTO SUPPORT	
			MASTER			
			EQUIPMENT	INSTALLATION OF		
Oct-12	(\$1,340,000)	TCO	LEASE	METERS	DISTRICT GENERAL FUND	
SPECIAL PURPOSE REVENUE						
			TCO-			
			CONSUMER			
		DEPT OF INSURANCE SECURITIES &	SERVICE	DISB EQUIPMENT		
Aug-12	\$60,000	BANKING	FUND	DEFERRED	IMPLEMENT TSMS	
			OFFICE OF			
			MOTION	FINGERPRINTING	TELEPHONES TO SUPPORT	
Oct-12	\$10,000	TCO	PICTURE	FUND	RELOCATION	
INTRA-DISTRICT						
				TRAVEL, PROF		
				SERVICES,		
				PRINTING,		
				TRAINING,	SUPPLIES, INSPECTOR UNIFORMS,	
Oct-12	(\$77,450)	TCO	TCO	CONTRACTS	RTS PHONE REQUESTS	
*OUT-OF-STATE FUND EXPERIENCED REDUCED REVENUE. INTRA-D WAS REDUCED ACCORDINGLY TO ENSURE EXPENDITURES DID NOT EXCEED REVENUE.						

- 13 Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2012 or FY 2013, to date.

RESPONSE: (See chart on next page)

DMV- OUT OF STATE LICENSE FUND
(\$200,000 to be received in FY 2013)
DGS - RTS PHONE REQUEST
KTO- DPW VEHICLE MAINTENANCE
TOO - OCTO ITSERVUS
TOO - OCTO Support (TSMS)
OCP - PCARD
FA0 - MPD Security (Limo Test -Aug 2012)
CBO- OAG (Legal Support)(\$126,026
planned to transfer out in FY 2013 which
supports an additional attorney advisor)

TRANSFER OUT		TRANSFER IN	
FY 2012	FY 2013	FY 2012	FY 2013
		\$ 206,050	
\$ 12,000	\$ 1,500		
\$ 26,308	\$ 27,000		
	\$ 1,380		
\$ 116,420			
\$ 78,487	\$ 26,044		
\$ 12,378			
\$ 24,341			

14 Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2012 or FY 2013, to date. For each account, please list the following:

- The revenue source name and code
- The source of funding
- A description of the program that generates the funds.
- The amount of funds generated by each source or program in FY 2012 and FY 2013, to date
- Expenditures of funds, including the purpose of each expenditure, for FY 2012 and FY 2013, to date

RESPONSE:

FUND	FUND NAME	SOURCE OF FUND	DESCRIPTION	PURPOSE OF EXPENDITURE	FY 2012 REVENUE	FY 2012 EXPEND	FY 2013 REVENUE	FY 2013 EXPEND
2100	Justice Department Fingerprints	Applicants for hacker & limousine licenses	Metropolitan Police Dept shall submit to the Taxicab Commission a voucher on a periodic basis to be reimbursed for the cost of producing fingerprint records	Pass through MOU to reimburse MPD for costs associated with taxi driver fingerprinting & background checks.	\$ 1,772	\$ 747	\$ 60,958	\$ -
2200	Taxicab Assessment Fund	Taxi and limousine holders	Fee is charged on a per license basis	Salaries and agency operating costs	\$ 362,660	\$ 364,849	per revised legislation, Taxicab Assessment no longer exists.	
2400	Public Vehicle for Hire Consumer Service Fund	Funds collected by the Commission from the issuance and renewal of a public vehicle-for-hire license pursuant to D.C. Official Code & 47-2829, including those held in miscellaneous trust funds by the Commission and the Office of the People's Counsel prior to June 23, 1987.	Shall be used to pay the costs incurred by the Commission, including operating and administering programs, investigations, proceedings, and inspections, administering the fund, and improving the District's public vehicles-for-hire industry;	Salaries and agency operating costs	\$ 237,350	\$ 50,774	\$ 342,792	\$ 444,272

15 Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:

- A description of each project
- The amount of capital funds available for each project
- A status report on each project, including a timeframe for completion
- Planned remaining spending on the project

RESPONSE: DCTC has no capital projects to date.

16 Please provide a complete accounting of all **federal grants** received for FY 2012 and FY 2013, to date.

RESPONSE: No federal grants

17 Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2012 and FY 2013, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party
- The nature of the contract, including the end product or service
- The dollar amount of the contract, including budgeted amount and actually spent
- The term of the contract
- Whether the contract was competitively bid or not
- The name of the agency's contract monitor and the results of any monitoring activity
- Funding source

RESPONSE:

Driver Curriculum Development

Party: NRP Training Solutions, Nichole Patterson

Nature: curriculum development for new taxicab driver training

Amount: \$15,000.00 budgeted for the contract. To date \$3,072.00 has been expended

Term: Unlimited

Bid: Not competitively bid. Limited availability of trainers.

Monitor: Licensing and Enforcement Officer

Funding: Authorized Budget

Taxicab Smart Meter System-**CONTRACT CANCELLED**

Party: VeriFone

Nature: TSMS system installation

Amount: \$35,000,000

Term: Five years

Bid: competitively bid.

Monitor: Administrative Officer

Funding: Anticipated surcharge from taxi use.

C. LAWS, AUDITS, AND STUDIES

- 18 Please identify any **legislative requirements** that the agency lacks sufficient resources to properly implement.

RESPONSE:

Discount program for seniors. Incentives program for fleet modernization. Increasing wheelchair access vehicles

- 19 Please identify any statutory or regulatory **impediments** to your agency's operations.

RESPONSE:

Statutorily, the applicability clause contained in the recently enacted Taxicab Service Improvement Amendment Act of 2012 (D.C. Law 19-0184, effective October 22, 2012) ("Act") is preventing the legislation from legally taking effect, which is a major impediment to the modernization and enforcement of the industry. Current language in the Act requires funding designated to the Act-created Public Vehicle-for-Hire Consumer Service Fund "to be allocated to the Commission" instead of designating the funds for exclusive use for and by the Commission.

Our outdated regulations continue to pose significant impediments to our operations. However, with only two attorneys and no legal support staff, making regulatory changes to implement the recent legislation modernizing the public vehicle-for-hire industry has taken precedence. In the meantime, many of the out-dated regulations continue to present problems. In particular, the enforcement of violations by the Office of Taxicabs as a result of consumer complaints has experienced issues due to the lack of updated procedures in our regulations. Judges at the Office of Administrative Hearings have expressed concern with the lack of consistency in Title 31 provisions governing the Office of Taxicabs' enforcement of violations identified by consumer complaints. We have recently proposed regulations to rectify this issue.

The internal operating procedures of the Commission and the Commission's panels need to be updated.

A lack of clear legislative history, background or institutional knowledge on the reciprocity agreement governing the legal operation of out of state public vehicles-for hire impedes our ability to properly enforce the current regulation implementing the agreement.

- 20 Please list all **regulations** for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

RESPONSE:

Title 31 of the DCMR:

Chapter 1, District of Columbia Taxicab Commission: Rules of Organization, last amended April 20, 2007 (sec. 111).

Chapter 2, Panel on Rates and Rules: Rules of Organization and Rules of Procedure for Ratemaking, last amended October 16, 2009 (secs. 219, 220).

Chapter 3, Panel on Adjudication: Rules of Organization and Procedure, last amended October 23, 1987.

Chapter 4, Hearings on Notices of Infractions, is being repealed in a proposed rulemaking action expected to be published on February 22, 2013.

Chapter 5, Taxicab Companies, Associations, and Fleets and Independent Taxicabs, is being amended in a proposed rulemaking action expected to be published on February 22, 2013.

Chapter 6, Taxicab Parts and Equipment, is being extensively amended in proposed rulemaking published February 8, 2013, emergency rulemaking published February 15, 2013, and another proposed rulemaking expected to be published on February 22, 2013.

Chapter 7 is being renamed Enforcement of this Title with significant amendments in a proposed rulemaking action expected to be published on February 22, 2013,

Chapter 8, Operation of Taxicabs, is being amended in a proposed rulemaking action expected to be published on February 22, 2013.

Chapter 9, Taxicab Insurance, will be renamed and amended soon and was last amended

Chapter 10, Public Vehicles for Hire, is being amended in a proposed rulemaking action expected to be published on February 22, 2013.

Chapter 11, Public Vehicles for Hire Consumer Service Fund, was renamed and amended pursuant to final rulemaking on December 7, 2012.

Chapter 12, Limousine Operators and Vehicles, is being renamed and amended in a proposed rulemaking action expected to be published on February 22, 2013

Chapter 13, Licensing and Operations of Taxi Meter Companies, was last amended by Emergency and Proposed Rulemaking that was effective until January 30, 2013.

Chapter 15, Licensing and Operations of Dome Light Installation Companies, was created pursuant to final rulemaking on December 7, 2012.

New Chapters 14 (Operation of Sedans) and 16 (Dispatch Services) are being created in proposed rulemaking actions expected to be published on February 22, 2013.

- 21 Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2012 that significantly affect agency operations.

RESPONSE: None

- 22 Please provide a list of all **MOUs** in place during FY 2012.

RESPONSE:

- MOU between the Office of the Attorney General and DCTC
- MOU between DCTC and the DC Metropolitan Police Department
- MOU for Intra District Funding by and between the Department of Motor Vehicles and DCTC
- (2) MOUs between the Office of the Chief Technology Officer and DCTC

- 23 Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2012. Please state the status and purpose of each study.

RESPONSE: None

- 24 Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2012 or FY 2013, to date.

RESPONSE: None

- 25 Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

RESPONSE: None

D. PROGRAM-SPECIFIC QUESTIONS

- 26 Please provide the following data as of September 30, 2011, September 30, 2012, and January 1, 2013:

	# of Operators			# of Companies			# of Associations			# of inter-jurisdictional vehicles (if applicable)			# of licensed vehicles		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
Taxicabs	8250	8250	8250	116	116	115	42	42	42	DMV	DMV	DMV	DMV	DMV	DMV
Limousines	2032	2032	2032	73	73	73	n/a	n/a	n/a	DMV	DMV	DMV	DMV	DMV	DMV
Sedan-Class	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

- What is the revenue generated from DCTC's licensing activities?

RESPONSE: FY 12 - \$781,677
FY 13 to date - \$486,670

- 27 Please provide the following information concerning the scope of DCTC's complaint and enforcement operations, using data from FY 11, FY12, and FY 13 to date:

INFRACTIONS	FY 11	FY 12	FY 13
# of Infractions by DCTC Hack Inspectors:	10,599	10,371	2,937
Three most common infractions:	1) Fail to Maintain Manifest 2,753 \$81,438 2) Taxi Loitering 1,960 \$103,410 3) Operate Unsafe Vehicle	1) Fail to Maintain Manifest 2,256 \$60,244 2) Taxi Loitering 1,465 \$69,835 3) Operate Unsafe Vehicle	1) Fail to Maintain Manifest 547 2) On Taxi Stand 411 3) Taxi Loitering

	762 \$19,550	794 \$18,800	298
# of infractions issued by other entities	unknown	unknown	unknown
Three most common infractions issued by other entities:	1)unknown 2) 3)	1)unknown 2) 3)	1)unknown 2) 3)
# of infractions appealed and dismissed:	3,185 appealed 1,796 dismissed	1,441 appealed 866 dismissed	appealed dismissed
# of vehicles impounded by DCTC:	212	117	94
Three most common reasons for impoundment:	1) Failure to Have Insurance 2)Unlicensed Operator 3)Unlicensed Vehicle	1) Failure to Have Insurance 2)Unlicensed Operator 3)Unlicensed Vehicle	1) Failure to Have Insurance 2)Unlicensed Operator 3)Unlicensed Vehicle)

COMPLAINTS	FY 11	FY 12	FY 13
# of Complaints received from the Public:	836	977	256
Three most common complaints:	1) Refusal to Haul 2) Improper Fare 3) Behavioral Related	1) Refusal to Haul 2) Improper Fare 3) Behavioral Related	1) Refusal to Haul 2) Improper Fare 3) Behavioral Related
# of complaints investigated by DCTC	305	648	187
# of complaints DCTC considers resolved	267	473	130
# of complaints that resulted in a fine, suspension, or revocation	213	315	91
# of cases associated with a complaint that were appealed and subsequently dismissed:	0	0	0
# of vehicles impounded by DCTC:	N/A	N/A	N/A
Three most common reasons for impoundment:	1) 2) 3)	1) 2) 3)	1) 2) 3)

- Does DCTC inform complainants when their complaint has been resolved and the resulting disposition of the complaint?

RESPONSE: Yes

- What is the total cash value of all fines for infractions that were not successfully appealed, and the uses to which such revenue was put?

RESPONSE: Data not available to DCTC. Revenue of all fines goes to the General Fund.

SUSPENSIONS/REVOCATIONS	FY 11	FY 12	FY 13
# of licenses suspended	0	1	1
Three most common reasons for suspension	1) 2) 3)	1) Threatening to harm DCTC staff 2) 3)	1)Conviction for assaulting a passenger 2) 3)
# of licenses revoked			
Three most common reasons for revocation:	1) 2) 3)	1) 2) 3)	1) 2) 3)

- 28 What is DCTC doing to address “failure to haul” infractions by public vehicle-for-hire operators?

RESPONSE:

Increase fines to \$500 for liability of this action.

Installing common dome lights with wording that will better reveal infractions and vehicle ID making it easier to report infractions.

Increasing surveillance by Hack Inspectors.

- 29 What is DCTC doing to address assaults against passengers and public vehicle-for-hire operators?

RESPONSE: Developed a program that allows passengers and drivers to summon immediate assistance when threatened. Safety button expected to be installed by summer. Indefinite suspension or revocation of license upon conviction in Superior Court, depending on severity of the charge.

- 30 What is the status of the licensing of public vehicle-for-hire operators and vehicles (for all classes of vehicles), as well as status of the ability of new public vehicle-for-hire companies and associations to be formed?

RESPONSE: Training course for new drivers being developed and expected to open by early summer.

Registration of vehicles in sedan/luxury class.

Study initiated for an appropriate number of taxis in DC.

- 31 How many public vehicle-for-hire companies have been subject to DCTC compliance audits in FY 11, FY 12, and FY 13 to date?

RESPONSE: Two

- How many of these compliance audits resulted in derecognizing of the company or association for non-compliance?

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RESPONSE: One and the other pending derecognition.

- 32 Please provide a copy of the most recent public vehicles-for-hire examination study materials and a sample copy of the examination.

RESPONSE: See Attachment 2 – Limousine Exam Study Guide and Exam

- 33 How many individuals have taken any public vehicle-for-hire examination in FY 12 and FY 13 to date?

- How many individuals have passed an examination? How many have been successfully licensed upon passage?
- How many individuals are currently waiting to take an examination?

RESPONSE:

2,566 applicants were registered for the exam

2,073 actually reported to take the exam

493 did not report to take the exam

1,801 passed the exam

272 failed the exam

76 Requests to retake the exam either failed or never received notification

No test given in FY 2013

- 34 What is the status of DCTC's compliance with the provisions of the Non-Resident Taxi Drivers Registration Amendment Act of 2007?

- During FY 12 and FY 13 to date, how much money did DCTC receive from DMV under the terms of the Act, and when?

RESPONSE:

Compliance with the provisions had rested with DMV until this past July. To ensure that the law is appropriately followed those owners falling under it must first get DCTC approval before DMV renews the tag.

- How were these funds used in FY 12?

RESPONSE:

REVENUE FY 2012 - \$206,050 (\$115,779.61 receive 7/2012, \$90,270.39 received Sep 2012)

MOU for FY 2013 is enroute. DMV has confirmed that \$41,975 will be forwarded to DCTC for the first quarter.

The MOU supports - one FTE; shift differential and overtime for the inspectors; supplies; OCTO ITServus; Membership & Conference Fees; Driver Training; Contracts.

- 35 What are DCTC's plans for increasing service to underserved areas of the District?

RESPONSE: Under intensive study and review

- 36 The FY 2013 budget funded DCTC through the passenger surcharge. As the surcharge is currently not being collected, please explain how the Commission is currently funded.

RESPONSE:

DCTC is being funded based on the current certification. However the lack of the surcharge does constitute a deficiency. Fortunately the potential deficiency has been identified early in the fiscal year, which will provide sufficient time to identify a complete resolve. The CFO, OBP, ORA, and the CA are aware and will work with the Chairman for a solution prior to the year-end close.

- 37 What has DCTC done to date to update or review public vehicle-for-hire reciprocity agreements with other jurisdictions?

RESPONSE: The authority for reciprocity agreements rests with the Mayor. No efforts expended at this time.