

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Human Resources



Office of the Director

MEMORANDUM

TO: Allen Lew
City Administrator
Office of the City Administrator

FROM: Shawn Y. Stokes *scjs*
Director

DATE: May 2, 2014

SUBJECT: Proposed Realignment – DC Taxicab Commission

The purpose of this memorandum is to provide you with the proposed realignment package for the DC Taxicab Commission (DCTC) for your review and approval. For your information, a D.C. Department of Human Resources' (DCHR) Reorganization/Realignment Team was established to work directly with subordinate agencies on their realignment or reorganization requests. The DCHR team has conducted a detailed review of this proposal, held appropriate discussions with the DCTC staff and recommends approval of the agency's realignment. Based on my review of the team's findings, please be advised that I concur with the proposed realignment.

The proposed realignment will impact the following four administrations: (1) Office of Taxicabs; (2) Agency Management Services Administration (AGSA); (3) Driver and Consumer Services Administration (DCSA); and (4) Enforcement and Training Administration (ETA). The proposed realignment will improve DCTC's operational and administrative efficiencies in order to better carry out the mission and core functions of the agency.

The proposed realignment involves the establishment/revision of several positions and does involve a possible separation of staff. Three positions are listed on the DCTC proposed RIF Administrative Order. Vacancies are being identified in the agency to reduce the adverse impact on affected employees should a staff reduction become necessary as a result of the proposed realignment. The Office of Labor Relations and Collective Bargaining has been notified of the proposed realignment.

If you have questions pertaining to this memorandum or require additional information, please contact me or have your appropriate staff person contact Lewis C. Norman, Lead Human Resources Specialist, Compensation and Classification Administration, at 442-9656.

Attachments

SYS/in

Cc: Shawn Y. Stokes, Director, DCHR
Karla Kirby, Associate Director, ARC
Lewis C. Norman, Lead Human Resources Specialist, ARC
Reading File

DCHR:ARC/in 04/02/14

Name: J/Realignment-Reorganization folder: memo to oca-approval DCTC realignment 05-02



GOVERNMENT OF THE DISTRICT OF COLUMBIA
TAXICAB COMMISSION
2041 MARTIN LUTHER KING JR. AVENUE, S.E.
2ND FLOOR, SUITE 204
WASHINGTON, D. C. 20020
(202) 645-6018

OFFICE OF THE CHAIRMAN
Ron M. Linton

MEMORANDUM

TO: Allen Lew

THRU: Shawn Stokes *SS*
Director, Department of Human Resources

FROM: Ron M. Linton *Ron M. Linton*
Chairman

DATE: April 2, 2014

SUBJECT: Proposed Realignment – DC Taxicab Commission

Attached for your approval is DC Taxicab Commission's (DCTC) Proposed Realignment Plan. The primary reason for the realignment is to improve DCTC'S operational and administrative efficiencies in order to better carry out our mission and core functions. Eliminating duplicative functions will be changed in the organizational structure to establish key positions to incorporate a higher technical and professional level of expertise to align with DCTC'S goals and objectives.

The realignment will be limited to the following four (4) administrations: Office of Taxicabs; Agency Management Services Administration (AGSA); Driver and Consumer Services Administration (DCSA); and Enforcement and Training Administration (ETA). A summary of the changes is detailed below:

Office of Taxicabs

Following a period of organizational assessment, the Office of Taxicabs is proposing the following organizational changes:

- Reclassify Staff Assistant, CS-0301-11 to Executive Assistant, CS-301-12 due to a wide range of highly complex assignments/tasks the incumbent is charged with performing to provide substantive administrative and management support work to the Chairman of Office of Taxicabs and the Commission.

- Create and establish Hearing Examiner (CS-0930-14) positions responsible for conducting and presiding over DCTC's quasi-judicial administrative hearings held in accordance with provisions of the DCMR, Title 51 and other relevant laws.

Agency Management Services Administration

The proposed realignment for AMSA consists of the following changes:

- A reduction of two FTEs to continue redundancies and create and establish four FTEs to provide greater accountability and quality of service to the District residents, DC government and DCTC. The position can be reengineered at a high level which will be impacted through abolishment and complexity, involvement and independence. The FTE's that will be impacted through abolishment and reduction-in-force are: 1) Staff Assistant, CS-0301-09, and 2) Program Analyst, Cs-0301-11.
- The four FTEs are established to manage and oversee specialized critical functions for DCTC in the program areas of contracts and procurement, facility management, IT services helpdesk, budget and fiscal administration. The proposed positions to be established and created are: 1) Budget Officer, CS-0560-14, 2) Program Manager (Contract & Procurement), CS-1101-12, 3) Program Coordinator, CS-0301-12, and 4) Facility Support Specialist, CS-0303-11. Additionally, we are proposing to reclassify the position of Management Liaison Specialist (Human Resources), CS-0301-13 to Program Manager (Human Resources), CS-0301-13 to manage human resources programs.
- Additionally, we are proposing to change the Administrative Officer, MS-0341-14 to Chief Administrative Officer, MS-0341-15 due to the increase of job responsibilities and management oversight of several functions which include human resources, facility management, contract and procurement, and budget and administration. The incumbent will provide leadership in planning, directing and managing staff and the day-to-day operation of the five branches within the Agency Management Services Administration.
- Officially change Chief Administrative Officer Administration to Agency Management Services Administration to reflect enhancement of services provided.

Chief of Operations Administration

The proposed realignment for COA consists of the following changes:

- Consolidation of all DCTC's driver and consumer services within the Chief of Operations Administration to improve customer service delivery time of new applications and renewal of all public vehicle for hire operating licenses and registrations; investigation of complaints; IT technical services; regulation of ADA compliance for Metro Access customers; and community outreach.
- The abolishment of four FTEs will be restructured and redirected in the creation of six FTEs to ensure that COA provides efficient and effective services to its customers to

enforce the regulations covered under DCMR Title 31. The FTEs that will be impacted through the abolishment are 1) Program Support Specialist, CS-0301-11, 2) Staff Assistant, CS-0301-09, 3) Paralegal Specialist, CS-0950-12, and 4) Legal Instruments Examiner, CS-0963-07. The following FTE that will be impacted through a reduction-in-force is the Legal Instruments Examiner. The other proposed positions to be abolished will be established by the following positions: 1) IT Specialist (Technical Services), CS-0301-13, 4) Complaints Manager, CS-0301-13, 5) Program Manager (Driver Services), CS-0301-12, 6) Complaints Support Specialist, CS-0301-11. The existing Program Analyst CS-2210-14 will be reclassified to Manager of Technical Services, CS-2210-14.

After thorough organizational assessment and evaluation, DCTC determined that changes to the current organizational structure were needed to provide a more streamlined and efficient organization. The proposed realignment to create the aforementioned positions within COA will enhance the level of services to ensure accountability and quality of services. Based on the need to expand the COA functions and programs, will require establishment of new positions to meet the agency's goals.

Enforcement and Training Administration

The proposed realignment for ETA consists of the following changes:

- Reclassify the Supervisory Public Vehicle Enforcement Inspector, MS-1801-12 to MS-1801-14. As a result of the proposed realignment, the incumbent will be responsible for providing greater accountability, leadership and managing staff and the day-to-day operations of 29 employees.
- DCTC will be providing daily enforcement, seven (7) days a week, 24 hours coverage by on-street monitoring of individual public vehicle for hire operations and associated facilities to ensure compliance with regulations stipulated in the DCMR Title 31. As mandated by the City Council when it approved the Fiscal Year 2014 budget to increase the FTW count to 29 for all Public Vehicle Enforcement Inspector positions. Through the proposed realignment we are creating four (4) Assistant Supervisory Public Vehicle Enforcement Inspectors CS-1801-12 positions to oversee and manage staff on each shift for DCTC's 24/7 operation.
- The establishment of Manager Training Programs CS-0301-11 will be responsible for directing, supervising and coordinating activities and operations related to the training of new driver applicants, refresher courses for current drivers, and Public Vehicle Enforcement Inspectors.
- Officially change Licensing and Enforcement Officer Administration to Enforcement and Training Administration to reflect enhancement of services provided.

Although there will need to be a Reduction in Force (RIF) to achieve our organizational realignment, I am working to minimize the impact to the greatest extent possible.

Proposed Realignment – DC Taxicab Commission
April 2, 2014
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Please do not hesitate to contact me directly at (202) 645-6005 if you should have any questions.

Attachment

GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. Department of Human Resources
REALIGNMENT APPROVAL FORM

In accordance with section 1109.6 of Chapter 11 of the D.C. personnel regulations, Classification and Compensation, a *Proposal for Realignment* ("PFR") is developed by agency management and submitted to the D.C. Department of Human Resources (DCHR) with definitive position information, organizational charts, proposed staffing patterns, etc. Classification staff within the DCHR shall review the PFR for propriety of staffing patterns, overlaps or duplication of functions, and possible measures for minimizing any adverse impact of the action upon agency employees (i.e., reassignment, reduction in force, downgrading, etc.). Once the review is completed, the Director, DCHR, approves the proposed action, and forwards the approved PFR to the City Administrator for concurrence.

AGENCY CERTIFICATION OF REALIGNMENT

AGENCY: DC Taxicab Commission (DCTC)

By signing below, I CERTIFY that the PFR being submitted to the D.C. Department of Human Resources for review and approval has been prepared for the purpose of properly aligning and improving the **INTERNAL STRUCTURE** or **FUNCTIONS** of the agency, and that the proposed action does not constitute a Reorganization.

Ron M. Linton

Agency Head (or Designee)

Date

3/28/2014

APPROVAL - CHIEF FINANCIAL OFFICER

By signing below, I CERTIFY that the PFR being submitted to the D.C. Department of Human Resources has been authorized for the actual number and grade levels of positions being proposed.

Chief Financial Officer (or Designee)

Date

3/28/2014

CONCURRENCE - DEPUTY MAYOR

As part of a request for Realignment action, the _____ submitted a PFR which was Certified by the Chief Financial Officer (or Designee) and transmitted to me for Concurrence:

I CONCUR in the Realignment action

Deputy Mayor

Date

DCHR APPROVAL OF PROPOSAL FOR REALIGNMENT

The contents and various components of the PFR submitted by the DCTC have been reviewed; and the PFR meets all of the requirements for this type of action. The Realignment action proposed is:

APPROVED, and shall be transmitted to the City Administrator for **CONCURRENCE**

Director

Date

5/2/14

CONCURRENCE - CITY ADMINISTRATOR

As part of a request for Realignment action, the DCTC submitted a PFR which was **APPROVED** by the Director, DCHR, and transmitted to me for **CONCURRENCE**:

I CONCUR in the Realignment action

City Administrator (or Designee)

Date

050614

GOVERNMENT OF THE DISTRICT OF COLUMBIA
TAXICAB COMMISSION
2041 MARTIN LUTHER KING JR. AVENUE, S.E.
2ND FLOOR, SUITE 204
WASHINGTON, D. C. 20020
(202) 645-6018

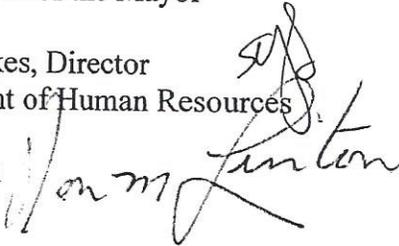
OFFICE OF THE CHAIRMAN
Ron. M. Linton

MEMORANDUM

TO: Allen Y. Lew, City Administrator
Executive Office of the Mayor

THRU: Shawn Y. Stokes, Director
DC Department of Human Resources

FROM: Ron M. Linton
Chairman



DATE: April 8, 2014

SUBJECT: Request for Approval of Reduction in Force in DC Taxicab Commission

The Administrative Order (Order) attached is transmitted herewith for your approval. I am requesting your approval to conduct a Reduction in Force (RIF) to abolish three (3) positions in the following competitive areas with the DC Taxicab Commission.

1. The Office of the Chief Administrative Officer
2. The Office of the Chief of Operations

This RIF is requested in accordance with the provisions of Chapter 24 of the DC personnel regulations, Reduction in Force, and is summarized as follows.

No. of Positions on Administrative Order	No. of new Positions being opened that present employees could fill	No. of Additional Positions that could be slotted into current open vacancy	Net RIFs
3 Total Positions	2	0	1

Total Payroll reduction if all positions are RIF'd	No. Sum of minimum salaries for new positions	Total salaries of those who could fill a vacancy	Net Cost Reduction
\$163,817	\$93,205	\$113,064	(\$42,452)

- Salaries only; do not include any severance for employees.

Executive Summary – Key Notes

- 3 positions affected – of the three, two are union positions. (Staff Assistant and Legal Instruments Examiner)
- Reviewed all affected employees against existing openings in other agencies. There were no openings for 1 of the 3 affected employees.

Background and Summary of Services

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.

The DCTC provides services to approximately 8,500 taxicab drivers and 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.

For the reasons detailed below, the agency requests that the lesser competitive areas be established as identified above.

The specific reasons for the abolishment of these positions are enumerated below:

For the FY2014, DCTC's budget was approved for \$2,850,103.00 and City Council approved for the agency to hire 33 additional positions to meet the goals and objectives. In order to comply with the directive mandated in the Taxicab Impact Act dated August 2, 2012, to employ no fewer than twenty (20) Public Vehicle Enforcement Inspectors, DCTC has conducted a thorough review of the functions and duties for each program to identify duplicate functions exist in order to determine which duties may be consolidated. As a result of this process, lesser competitive areas are necessarily included and DCTC has identified a total of three (3) positions to be eliminated. Removing three (3) positions from the organizational structure will result in a cost savings of \$163,817.00 allowing DCTC to comply with its budget directives, eliminate redundancies and establish new positions of greater accountability which will be performed with a high degree of complexity, involvement and independence. The newly created positions are established to manage and oversee specialized critical functions for DCTC.

The abolishment of the identified positions is also being eliminated due to lack of work. The positions are responsible for functions that are unnecessary or duplicative of other positions within the agency that have greater demand and value. For example, there is a reduced need for Program Analyst (Grade 11), as other positions perform many of the same functions. Likewise, the Legal Instruments Examiner within Driver and Consumer Services Administration perform work the Agency has determined overlaps with and would be better performed by individuals occupying other positions within the Agency, such as Program Support Specialist. All duties currently being performed by this individual to be impacted by a Reduction in Force, will be assumed by Program Support Specialists.

Accordingly, and as described above, the establishment of lesser competitive areas ensures that only the positions where duplicative work is performed are affected. Each identified lesser competitive area constitutes a major subdivision of the Agency by mission operation, function, and staff. These lesser competitive areas were identified to prevent an interruption within Agency operations. Below is a description of each proposed competitive area:

1. The Office of the Chief Administrative Officer – This office serves a high level executive function reporting directly to the Office of Taxicabs. This office directs and manages the administrative functions that support the delivery of program activities, products and services for DCTC, which include Human Resources, Contract and Procurement, Budget and Fiscal Operations, Facility Management and Administrative Services.
2. The Office of the Chief of Operations – This office is responsible for the service delivery of customer services, in the following six (6) activities: Customer Service, Complaints Management, Driver Assistance, Community Outreach, IT Technical Services, and American with Disability Act (ADA) for qualified and disabled customers

If you have any questions concerning this request or the Order, please have your appropriate staff person contact me at (202) 645-6005.

RML/ss

Attachment: ADMINISTRATIVE ORDER NO: DCTC-2014-01

Pursuant to Title XXIV of the District of Columbia Government Comprehensive Merit Personnel Act of 1978, effective March 3, 1979 (D.C. Law 2-139; D.C. Official Code § 1-624.01 et seq.) (2006); Mayor's Order 2008-92, dated June 26, 2008; and Chapter 24, Reductions-In-Force, of Title 6 of the District of Columbia Municipal Regulations, the positions listed below are identified for abolishment due to the following reason(s):

For the FY2014, DCTC's budget was approved for and City Council approved for the agency to hire 33 additional positions to meet the goals and objectives. In order to comply with the directive mandated in the Taxicab Impact Act dated August 2, 2012, to employ no fewer than twenty (20) Public Vehicle Enforcement Inspectors, DCTC has conducted a thorough review of the functions and duties for each program to identify duplicate functions exist in order to determine which duties may be consolidated. As a result of this process, lesser competitive areas are necessarily included and DCTC has identified a total of three (3) positions to be eliminated. Removing three (3) positions from the organizational structure will result in a cost savings of \$163,817.00 allowing DCTC to comply with its budget directives, eliminate redundancies and establish new positions of greater accountability which will be performed with a high degree of complexity, involvement and independence. The newly created positions are established to manage and oversee specialized critical functions for DCTC.

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In accordance with section 2409 of Chapter 24 of the regulations, the lesser competitive areas, listed below has been established for the Reduction in Force subject to this Administrative Order.

Lesser Competitive Areas:

1. Office of the Chief Administrative Officer (2 positions)

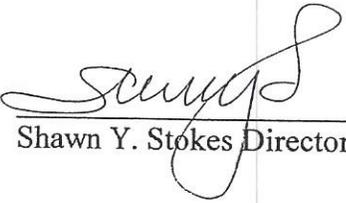
Position Number	Position Title	Series	Grade	Organizational Location
51375	Program Analyst	343	11	Office of the Chief Administrative Officer
15911	Staff Assistant	301	9	Office of the Chief Administrative Officer

2. The Office of the Chief of Operations (1 position)

Position Number	Position Title	Series	Grade	Organizational Location
24417	Legal Instruments Examiner	963	7	The Office of the Chief of Operations

APPROVAL:

This approval constitutes authority to conduct the Reduction in Force described in this Administrative Order.



Shawn Y. Stokes Director, DCHR

5/2/14

Date