

**DEPARTMENT
NAME**

Transportation Licensing Commission

**DEPARTMENT
MISSION**

The mission of the Transportation Licensing Commission is to provide permitting, inspection and enforcement products to wrecker and passenger vehicle for hire industries operating in Nashville/Davidson County so they can safely transport vehicles and the general public.

STRATEGIC GOALS

Goal One

By 2010, residents and visitors to Davidson County will experience a consistency of standards in regards to passenger vehicle for hire (PVH) as measured by:

- The development of regulation for additional sectors of the PVH industry ¹
- Percentage of PVH companies under regulation
- Percentage of industries regulated at national average in terms of rates charged to customers
- Percentage of PVH drivers who are permitted

Goal Two

BY 2010, regulated industries, residents and visitors to Davidson County will experience an efficient and well run organization as measured by:

- Percentage of inspections completed in a timely manner
- Percentage of passenger vehicles for hire spot-checked on a weekly basis
- Percentage of companies and vehicles verified with required insurance coverage
- Percentage of driver applicants completing background checks within a two-year period
- Percent of complaints resolved within 90 days

Goal Three

By 2011, residents and visitors to Nashville will experience efficient and expeditious clearance of major traffic accidents by emergency wrecker services as measured by:

- % of accidents cleared by emergency wrecker services from the roadway within ninety minutes of arrival at the scene

¹ Requires the approval of new ordinance(s), currently being drafted, and personnel augmentation.

LINES OF BUSINESS

Line of Business One – Purpose Statement

The purpose of the Enforcement line of business is to provide complaint resolution products to the general public so they can have their complaints resolved in a timely manner.

LOB One – Key Results

Percentage of complaints resolved within 90 days

Line of Business Two – Purpose Statement

The purpose of the Inspection line of business is to provide vehicle inspection products to vehicle owners, in order to promote public safety by assuring that regulated passenger vehicles for hire (PVH) meet the inspection standards necessary to transport the general public.

LOB Two – Key Results

Percentage of PVH accidents caused by vehicle defect/failure

Line of Business Three – Purpose Statement

The purpose of the Permitting line of business is to provide permitting and licensing products to regulated industries, in order to promote public safety by assuring that regulated companies and drivers meet the licensing/permitting standards necessary to transport vehicles and the general public.

LOB Three – Key Results

Percentage of applicants who do not receive a license/permit (% screened from process)

PROGRAM

Line of Business Purpose Statement

The purpose of the Enforcement line of business is to provide complaint resolution products to the general public so they can have their complaints resolved in a timely manner.

Program Name

Enforcement

Program Purpose Statement

The purpose of the Enforcement program is to provide complaint resolution products to the general public so they can have their complaints resolved in a timely manner.

Family of Measures: Result Measure(s)

Percentage of complaints resolved within ninety days
1 (Key Result)

Family of Measures: Output Measure(s)

Number of complaint resolutions delivered

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of complaint resolutions demanded (measured by complaint forms received)

Please list measures, if any, for this program that might be determined via a public survey.

Products

Complaint Resolutions:

- Taxicab complaint resolutions
- Wrecker complaint resolutions
- Carriage complaint resolutions

Commission disciplinary hearings

¹ Ninety days allowed to conduct investigation and resolve a complaint or to schedule a hearing for the next Commission meeting date

PROGRAM

Line of Business Purpose Statement

The purpose of the Inspection line of business is to provide vehicle inspection products to vehicle owners, in order to promote public safety by assuring that regulated passenger vehicles for hire (PVH) meet the inspection standards necessary to transport the general public.

Program Name

Inspection

Program Purpose Statement

The purpose of the Inspection program is to provide vehicle inspection products to vehicle owners, in order to promote public safety by assuring that regulated passenger vehicles for hire (PVH) meet the inspection standards necessary to transport the general public. ¹

Family of Measures: Result Measure(s)

Percentage of PVH accidents caused by vehicle defect/failure **(Key Result)**

Percentage of vehicles successfully meeting standards on initial inspection

Percentage of vehicles successfully meeting standards on re-inspection ²

Family of Measures: Output Measure(s)

Number of inspections performed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of inspections demanded

Please list measures, if any, for this program that might be determined via a public survey.

Products

Inspections:

- Taxicab inspections
 - Annual inspections
 - Replacement vehicle inspections
 - Spot-check inspections
- Taxicab re-inspections

Accident Reports ³

- 1 Vehicle inspections are performed using standardized inspection forms.
- 2 Vehicles failing inspection are not permitted to operate until identified deficiencies are corrected. Owners/Operators are responsible to make appointments with inspectors for re-inspections.
- 3 Drivers will be required to provide copies of accident reports for any accidents listed on motor vehicle reports (documents required as part of annual permitting process)

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Permitting line of business is to provide permitting and licensing products to regulated industries, in order to promote public safety by assuring that regulated companies and drivers meet the licensing/permitting standards necessary to transport vehicles and the general public.

Program Name

Permitting

Program Purpose Statement

The purpose of the Permitting program is to provide permitting and licensing products to regulated industries, in order to promote public safety by assuring that regulated companies and drivers meet the licensing/permitting standards necessary to transport vehicles and the general public. 1

**Family of Measures: Result
Measure(s)**

Percentage of applicants who do not receive a license/permit (% screened from process) **(Key Result)**

**Family of Measures: Output
Measure(s)**

Number of licenses/permits issued

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

**Family of Measures: Demand
Measure(s)**

Number of licenses/permits requested (license/permit applications processed)

Please list measures, if any, for this program that might be determined via a public survey.

Products

Driver Permits:

- Taxi Driver Permits
- Wrecker Driver Permits
- Carriage Driver Permits

Taxi-Related Products:

- Company Certificates
- Vehicle Decals
- Insurance Verification Records
- Replacement Driver Permits
- Hospitality Classes

Wrecker-Related Products:

- Emergency Wrecker Zone Licenses
- General Wrecker Company Licenses
- Insurance Verification Records
- Wrecker Vehicle Permits
- Replacement Driver Permits

Carriage-Related Products:

- Company Certificates
- Carriage Permits
- Insurance Verification Records
- Replacement Carriage Permits
- Replacement Carriage Driver Permits

Cash Management:

- Receipt Records
- Deposit Records

Licensing/Permitting/Insurance Records Management:

- Storage/Destruction Documents
- Automated Records

- 1 Licensing/Permitting standards related to insurance, background checks, and other public safety issues, as defined in applicable law/ordinances.