VIRGIN ISLANDS TAXICAB COMMISSION

PROJECT PROPOSAL

30 Years

OmniSystems
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2023

Table of Contents

Executive Summary

1.1 Introduction

The USVI Taxicab Commission oversees the automobile- for-hire industry in the U.S. Virgin Islands Territory.   This includes the issuance of automobile-for- hire licenses and enforcement activities. The USVI Taxicab Commission is comprised of nine board members appointed by the Governor with the approval of the Legislature. The USVI Taxicab Commission's goal is to improve its operations ensuring that consumers are provided safe, reliable, consistent and professional transportation services by automobile- for- hire operators. This is important to the local community whose No. 1 industry is tourism.   To achieve this goal, the USVI Taxicab Commission has prioritized plans to fully automate its operations including the establishment of a database of all automobile-for-hire owners, licenses and vehicles. The plan for automation also includes automating key functions especially enforcement activities. To facilitate increased education of the public regarding its functions, procedures and activities, the USVI Taxicab Commission plans to create an Electronic Mail, and Collaboration and file sharing systems as well as implement an Internet website.

1.2 Facility

The USVI Taxicab Commission has offices on each of the three US Virgin Islands,   S t. Thomas, St. John and St. Croix. The Commission's main office is on St. Thomas, located at Building #1 Subbase, 1st Floor.
Please note: Operations at this location are currently suspended, pending an update to address occupational health concerns. All employees are remote until further notice.

2.0 Overview of Need

The USVI Taxicab Commission is a semi-autonomous body of the Virgin Islands Government and receives funding solely from the Taxi License Fund of the local government. Currently, the USVI Taxicab Commission funding is used for basic operating costs. For many years, the USVI Taxicab Commission has done more with less. In fact, all of the USVI Taxicab Commission's business processes are performed manually. Communication with stakeholders is difficult because the USVI Taxicab Commission has no automated systems.   The Commission's internet access is donated by its landlord, the USVI Department of Property and Procurement. All of the computer hardware and software equipment were either donated or purchased many years ago, and they are all end of life. This was initially identified as a need in 2011, and we are still utilizing this hardware. The USVI Taxicab Commission has no technical expertise on staff.

Based on the foregoing, the USVI Taxicab Commission has determined that technical solutions must be implemented in order to efficiently and effectively achieve its goal to improve operations and educate its stakeholders.   These technical solutions must be cost effective, easy to maintain and easy to use. As an ongoing cost savings, the USVI Taxicab Commission intends to utilize cloud technologies whenever possible.   For example, utilizing Microsoft Office 365 was implemented and has saved the USVI Taxicab Commission the cost of: 1) future software and hardware upgrades; 2) a network administrator; 3) implementation of a network and all its associated software management tools; 4) a server room build out; 5) equipment for a server room; and 6) increased maintenance such as electricity. We are confident there are newer technologies and service providers within the territory that can assit with the following needs as well.

There are four specific need areas:

1. **USVI Taxicab Commission Automated System →** Other than the use of Microsoft Word software, all of the USVI Taxicab Commission business processes are 100% manual and

paper driven. Without the ability to obtain accurate information quickly, it is most difficult to properly serve stakeholders. For example, a simple request for a list of active taxi drivers is a daunting, time-consuming task for USVI Taxicab Commission staff. The USVI Taxicab Commission proposes to automate its internal processes by implementing a web-based solution that will allow USVI Taxicab Commission Board members, employees and customers the ability to efficiently and effectively access information regarding the USVI Taxicab Commission. The USVI Taxicab Commission plans to host the USVI Taxicab Commission Automated System via cloud technology.

2. **Hardware/Software and Data wiring upgrades →** The USVI Taxicab Commission needs desktop computers, laptops for leadership staff, and tough book computers for enforcement officers. The tough book computers will allow our enforcement officers to conduct business in real time, while on the field. These tough book computers will eliminate the need for handwritten paper and late data entry processing errors. Additional data drops will be needed to support the new hardware.

3. **Update Design and Implement New Features to the USVI Taxicab Commission website →** The USVI Taxicab Commission does not have a website. As a result, key stakeholders including automobile-for-hire operators and owners as well as consumers have limited access to relevant information regarding the automobile-for-hire industry such as pricing, procedures regarding ownership and licensure of automobiles-for-hire, and enforcement activities. The USVI Taxicab Commission proposes to design and implement a web offering that has a strong content management solution and requires little technical knowledge to maintain. We envision a we presence that would accept registrations, payments, driver complaints, and feedback from the public regarding service standards.

3.0 Overall Project Objectives

The USVI Taxicab Commission's main goal is to 1) electronically capture all of the USVI Taxicab Commission data and information in a secure and confidential web-based environment, 2) report information according to US Virgin Islands laws and the USVI Taxicab Commission's Bi-laws, and 3) use that information to track key time sensitive indicators, (4) transfer legacy paper records into the requested management system to allow for digital storage, collection, and verification going forward. The following are significant project objectives:
- Transparency - Electronic exchange of key information amongst stakeholders;
- Customer/Stakeholder Services - Provide board members, staff, and other stakeholders with user-friendly, self-serve access to real-time data through the USVI Taxicab Commission Automated System interface and through the USVI Taxicab Commission Automated System portal;
- Digital Services - Provide workflow to improve and streamline business process flows with consistency and efficiency;
- Digital Data Housing - Create a single source for an integrated data repository through the Enterprise Data Warehouse for reporting and data analysis capabilities thus promoting information sharing;
- Assurance/Security - Provide accurate conversion of data to ensure the integrity and maintain the confidence in the USVI Taxicab Commission Automated System;
- Access and Customer Experiences - Evaluate interfaces and, when optimal, incorporate external systems into the USVI Taxicab Commission information system (e.g., e-Commerce and Customer Relationship Database, etc.);
- Data Migration - Scanning and data entry of paper documents

- ➢ IT Partnership - Meet project milestones and complete project on-time and on-budget while meeting the goals listed above using reliable partners with history of delivering solutions to USVI clients.

4.0 Performance Measures

The USVI Taxicab Commission has set forth the following two year performance measures to determine success or re-evaluation of processes if necessary:

- ➢ Reduce the % of time it takes to produce reports to legislative, administrative bodies, and the media;
- ➢ Increase % of full compliance with USVI laws;
- ➢ Reduce % of time it takes for data collection
- ➢ Reduce % of keypunch errors;
- ➢ Reduce % of time it takes to resolve customer issues and concerns;
- ➢ Increase % of website visits for information from taxi vendors and community stakeholders;
- ➢ Increase % of citations issued;
- ➢ Reduce % of time it takes to process citations;
- ➢ Reduce % of time it takes for a all taxi vendor appeal process;
- ➢ Increase % staff collaboration and administrative office productivity;
- ➢ Increase % of workflow efficiency throughout the USVI Taxicab Commission's offices; and
- ➢ Increase % of revenues collected.

5.0 Scope of Work

Other than the use of Microsoft Word software, all of the USVI Taxicab Commission business processes are 100% manual and paper driven. Without the ability to obtain accurate information quickly, it is most difficult to properly serve stakeholders.

5.1 USVI Taxicab Commission Automated System

The USVI Taxicab Commission proposes to automate its' internal processes by implementing a web-based solution that will allow USVI Taxicab Commission Board members, employees and customers the ability to efficiently and effectively access information regarding the USVI Taxicab Commission. The USVI Taxicab Commission plans to host the USVI Taxicab Commission Automated System via cloud technology.

At a minimum, the USVI Taxicab Commission Automated System will:

- ➢ Automate the process that will allow the USVI Taxicab Commission to Issue medallions in accordance with the procedures of Title 20, chapter 27, subchapter 11;

- ➢ Automate the process that will allow the USVI Taxicab Commission to Issue license plates to owners of automobiles for hire who properly registered their vehicles with the Motor Vehicle Bureau and in accordance with the procedures of Title 20, section 339, of this code, and who also are owners of medallions as provided in Title 20, chapter 37, subchapter II, of this code;

- ➢ Automate the complaint process allowing the public to file complaints electronically regarding the conduct of operators of automobiles for hire;

- ➢ Track the status of complaints;

- ➢ Track administrative fines and penalties imposed as provided by law.

- ➢ Maintain and make public a list of properly licensed automobile for hire;

- ➢ Automate the coordination and licensing and registration of automobile for hire with the Bureau of Motor Vehicle;

- ➢ Automate issuance of citations by enforcement officers while on the field;

- ➢ Publish standards, conditions, and requirements of automobiles for hire;

- ➢ Publish standards for driver and passenger safety of automobiles for hire;

- ➢ Design and implement canned reports;

- ➢ Implement ad hoc reporting capabilities;

- ➢ Automate the application for process for medallion ownership;

- ➢ Permit automobile for hire vendor to pay administrative fines and penalties online;

5.2   Hardware/Software Upgrades

The information technology infrastructure at the USVI Taxicab Commission is at end-of-life

Based upon an internal assessment, the USVI Taxicab Commission requires sixteen mobile computers (ten (10) standard and (6) six rugged), three (3) file/print servers including Operating Systems (one for each island), (3) monochrome laser printers and three color laser printers (one for each island).   Once the USVI Taxicab Commission Automated System is implemented, the tough book computers will allow USVI Taxicab Commission staff investigators to conduct business in real time while eliminating the need for handwritten forms and late data entry processing. Additional data drops will be needed to support the new hardware. The USVI Taxicab Commission plans to procure a vendor to provide all hardware, software and network design, configuration and installation services.

5.3   Digitization and Database Updates

USVI Taxicab Commission records are at risk due to being 100% paper-based. They are currently stored on the ground floor of the building which has a history of flooding. Additionally, the analog, paper-based approach is inconsistent with modern times and these services should be fully automated.

Digitizing legacy USVI Taxicab Commission records is important for government agencies for several reasons:

Accessibility: Legacy data that exists in physical or analog formats can be difficult to access and retrieve when needed. Digitizing the data makes it easily accessible and searchable.

Efficiency: Digitized data can be processed and analyzed faster and more efficiently than physical data, allowing government agencies to make more informed decisions in a timely manner.

Cost savings: Digitizing legacy data can reduce costs associated with storage and maintenance of physical records, as well as the time and resources required to retrieve and process them.

Preservation: Physical records can deteriorate over time due to natural wear and tear or environmental factors. Digitizing the data preserves it for future generations.

Security: Digitized data can be backed up and stored securely, reducing the risk of loss due to natural disasters or other unforeseen events.

Overall, digitizing legacy data helps USVI Taxicab Commission improve its operations, better serve their constituents, and prepare for the future.

6   Projected Costs

Virgin Islands TaxiCab Commission

Description	Quantity	Quote Price	Total Price
Dell Latitude 7530 Laptops	10	1,813.99	18,139.90
Dell 2150cn Color Laser Printer (1 per Island)	3	2,789.61	8,368.83
Dell 2335dn Mono Multi-function Laser Printer (1 per Island)	3	720.00	2,160.00
Dell 1250c Color LED Laser-Class Printer	2	480.00	960.00
APC Smart -UPS Tower (1 per Island)	3	966.00	2,898.00
Dell E170S 17" LCD Monitor (1 per Island)	3	157.42	472.25
APC Backup-UPS ES 450VA Desktop UPS	16	62.90	1,006.46
Panasonic Toughbook 15.4" Notebook	6	2,952.89	17,717.33
Auto Mounts	8	600.00	4,800.00
Accessories			
a. Patch cables to connect Computers to the network			
Netgear 24-Port Gigabit PoE+ Smart Managed Pro Switch with 2 SFP Ports (GS724TPv2) - 24 Ports - Manageable - 2 Layer Supported - Modular - 2 SFP Slots - Optical Fiber, Twisted Pair - Desktop, Rack-mountable - Lifetime Limited Warranty	3	405.00	1,215.00
HLL9410CDN Enterprise Color Laser Printer for Mid to Large Sized Workgroups HLL9410CDN Enterprise Color Laser Printer for Mid to Large Sized Workgroups $700.00	3	861.00	2,583.00
Havis Vehicle Mount for Notebook, Tablet - Black Powder Coat - Black Powder Coat VPN: C-MD-119 SKU: 8N4424	3	430.50	1,291.50
Laptop Docking Stations	16	225.88	3,614.08
Design, development, training, and implementation of the TaxiCab Commission Management Application, to include software licenses	1	212,000.00	212,000.00
Data Migration Services and Database Updates	1040	109.00	113,360.00
Software license maitenance and support costs (4 Years)	1	76,000.00	76,000.00
Project Total:			**466,586.35**
Estimated Shipping and Handling:	**1**	**12,900.00**	**12,900.00**
Grand Total:			**479,486.35**

7.0 Conclusion

The USVI Taxicab Commission needs to automate in order to efficiently and effectively improve operations and provide maximum service to its stakeholders.

The success of the USVI Taxicab Commission's agency mission depends on the creation of the USVI Taxicab Commission Automated System, Electronic Mail and Collaboration and file sharing systems, USVI Taxicab Commission website, and the purchase of hardware and software equipment. Presently, the USVI Taxicab Commission lacks the automated infrastructure that is critical to the USVI Taxicab Commission's mission to improve and enhance its services to the VI community. Today there are several changes in technology that are designed to assist the USVI Taxicab Commission in its goal to effectively automate its business processes in a cost effective manner. The USVI Taxicab Commission is now poised to implement these technologies.

The technology and capabilities outlined will enable the USVI Taxicab Commission to achieve its goals of an enhanced public education campaign regarding the automobile-for-hire industry practices and procedures, as well as increased enforcement activities and collection of revenues. The successful completion of this Project Proposal ensures the USVI Taxicab Commission's ability to meet the ever increasing demands for open government, communication, and the maximum service to all stakeholders.