FHV TRIP RECORD EXCEL SPREADSHEETS INSTRUCTIONS

This instruction manual is for FHV bases that are submitting their electronic trip records using the Excel spreadsheet provided by the TLC. You must use the spreadsheet provided to submit your trip records. The spreadsheet is designed to allow a dispatcher to record a trip as they are taking the call. You can use the spreadsheet to record, organize, and look up trips more easily than if you were to report trip records on paper. Please follow the instructions provided for you in this guide to familiarize yourself with the process for submitting your base's trip records.

Step 1: Download the main Trip Record Excel spreadsheet, at **http://www.nyc.gov/triprecords** and save it to your computer.

Step 2: Double click the main Trip Record Excel spreadsheet file that you just downloaded to open it. Your screen should now look like the image below. The Trip Record template has two parts, a header and a trip log. The header tells you what information you are supposed to enter in each column and the trip log is where you enter information about each trip that your base dispatched. You are only responsible for submitting records for trips that your base dispatched. You do not have to record trips that other bases dispatched to your affiliated vehicles or that you farm out to other bases.

Step 3: Click on the first cell in Column A under the "dispatching_base_number" heading. Here you will enter the license number for the dispatching base. **This will always be your base.**

Step 4: Click on the first cell in Column B under the "pickup_date" heading. Here you will enter the date that the customer **entered the vehicle**. For reservations where the customer called in advance, this is the date the customer wanted to be picked up, not the date the customer called. Enter the date using the format: month number-day number-year. Example: If the pickup was requested on September 30, 2012, type 09-30-2012. An example of what this looks like is shown in the spreadsheet below. In order to allow for this date setting, select "Custom" from the drop down menu (circled below). Under Custom, click on "More Number Formats" and select "mm-dd-yyyy".

Step 5: Enter the time of the trip in Column C under the "pickup_time" heading. Here you will enter the time that the customer was picked up (entered the vehicle). Enter the time using the following format: hour:minutes:seconds in 24-hour Eastern Time. An example of what this looks like is shown in the spreadsheet below. In order to allow for this date setting, select "Custom" from the drop down menu (circled below). Under Custom, click on "More Number Formats" and select "h:mm:ss".

NOW YOU WILL ENTER INFORMATION ABOUT THE DRIVER AND THE VEHICLE THAT YOU DISPATCHED THE TRIP TO.

EFFECTIVE IMMEDIATELY, <u>YOU CAN NO LONGER USE</u> YOUR BASE'S INTERNAL NUMBERS FOR THE DRIVERS AND VEHICLES

YOU MUST USE THE TLC DRIVER'S LICENSE NUMBER AND VEHICLE LICENSE PLATE NUMBERS.

Step 6: Enter the TLC driver's license number of the driver who completed the trip in Column D under the "TLC_drivers_license_number" heading. Then, enter the vehicle license plate number in Column E under the "license_plate" heading.

Example: If the driver with the TLC License number 234567 and the vehicle with the license plate T00000C was dispatched on September 30, 2012 at 9:00AM, enter 234567 and T00000C. An example of what this looks like is shown in the spreadsheet below.

Step 7: Enter the license number of the base that the dispatched vehicle is affiliated to in Column F under "affiliated_base_number" heading. If the vehicle is affiliated with your base, you will enter your own base number. If the vehicle is affiliated with a different base, you will enter that base's license number here.

Example: If the vehicle your base dispatched was affiliated to a different base, Base B77777, enter B77777. An example of what this looks like is shown in the spreadsheet below.

Step 8: Choose the type of pick-up address you have for this trip in Column G under the "pickup_location_type" heading. When you click on the cell in Column G, you will notice a small arrow icon. Click on the arrow and a menu of options will appear. The options you will find are: "Exact Address", "Intersection of", or "Airport". Choose the option that best represents the type of address where the passenger requested the pickup. An example of what this looks like is shown in the spreadsheet below.

D	E	F	G	H	I
TLC_drivers_license_number	license_plate	affiliated_base_number	pickup_location_type	pickup_location_name	pickup_longitude
234567	T000000C	B77777	Exact Address		

Step 9: Enter the location where the passenger requested to be picked up in Column H under the "pickup_location_name" heading.

If you selected **"Exact Address"** in Column G, enter the exact address of the passenger pick-up request in Column H. Please do **NOT** include any of the following: name/phone of passenger, apartment numbers, or floor numbers. If you selected **"Intersection Of"** in Column G, enter the cross streets of the passenger pick-up request in Column H. An example of this format is "33rd Street and 7th Ave, Manhattan." If you selected **"Airport"** in Column G, enter the abbreviated airport name of the passenger pick-up request in Column H. For John F. Kennedy Airport use "JFK" and for LaGuardia Airport use "LGA". An example of what the Exact Address format looks like is shown in the spreadsheet below.
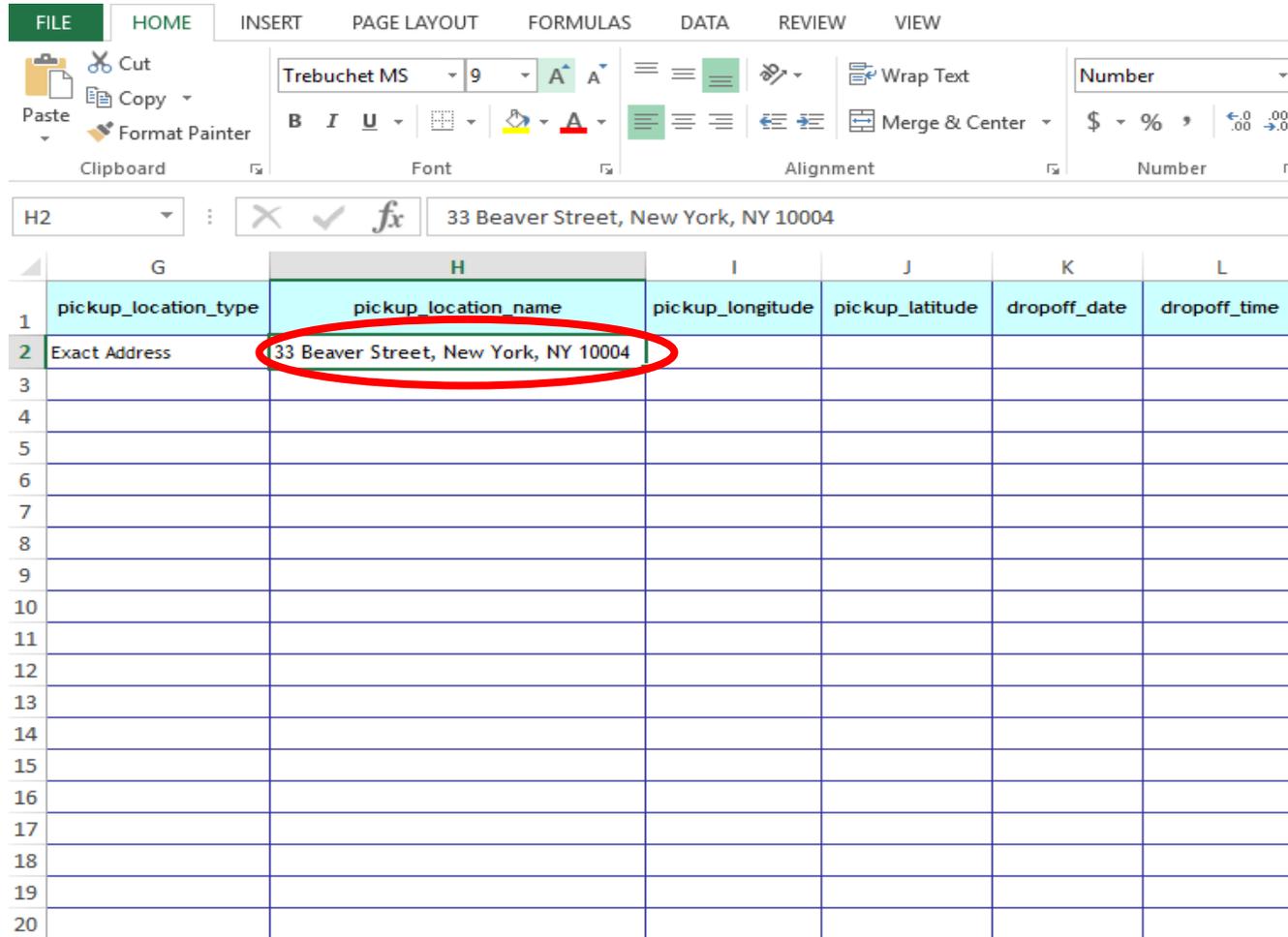
Step 10: You may provide the latitude and longitude of the pickup location INSTEAD OF or IN ADDITION TO the pickup street address, intersection or airport. If you wish to include it, enter longitude and latitude where the passenger was picked up in Columns I and J under the "pickup_longitude" and "pickup_latitude" headings. Longitude and latitude may be entered for the exact pickup location, the intersection, or the airport. If you have already entered a pickup location in column H, this is not required.

An example of what this looks like is shown in the spreadsheet below.

Step 11: THIS STEP IS NOW REQUIRED, YOU HAVE TO SUBMIT DROP-OFF INFORMATION. You must now submit drop-off information for EVERY trip. You must do so in Columns K, L, M, N, O, and P under the respective headings "dropoff_date", "dropoff_time", "dropoff_location_type", "dropoff_location_name", "dropoff_longitude", and "dropoff_latitude". You should enter the information in the same way you entered pick-up information in Steps 8, 9, and 10.   An example is shown in the spreadsheet below.

You may provide the latitude and longitude of the drop off location INSTEAD OF or IN ADDITION TO the drop off street address, intersection or airport. If you wish to include it, enter longitude and latitude where the passenger requested to be dropped off in Columns O and P under the "dropoff_longitude" and "dropoff_latitude" headings. Longitude and latitude may be entered for the exact drop-off location, the intersection, or the airport. If you have already entered a drop off location in column N, this is not required.

Step 12: NEW STEP- CONGESTION ZONE FLAG. (THIS STEP IS OPTIONAL. YOUR BASE IS NOT REQUIRED TO SUBMIT THIS DATA) Did the trip start, end, or travel through the area of Manhattan south of 96th Street? Mark "Y" for yes or "N" for no.

Step 13: NEW STEP- SHARED REQUEST FLAG. Did the passenger agree to a shared/pooled ride, regardless of whether they were matched? Mark "Y" for yes or "N" for no.

Step 14: NEW STEP- SHARED MATCH FLAG. Did the passenger share the vehicle with another passenger who booked separately at any point during the trip? Mark "Y" for yes or "N" for no.

Step 15: NEW STEP- ACCESS A RIDE FLAG. (THIS STEP IS OPTIONAL. YOUR BASE IS NOT REQUIRED TO SUBMIT THIS DATA) Was the trip administered on behalf of the Metropolitan Transportation Authority (MTA)? Mark "Y" for yes or "N" for no.

Step 16: NEW STEP- WAV REQUEST FLAG. This field is for bases WORKING WITH ACCESSIBLE VEHICLE DISPATCHERS AS PART OF THE FHV ACCESSIBILITY EXCEPTION ONLY. If your base is not opting into the exception, you can leave this field BLANK.

Did the passenger requests a wheelchair accessible vehicle for this trip? Mark "Y" if they did, and if **your base dispatched that trip**. For trips that were sent to Accessible Vehicle Dispatchers as part of the FHV Accessibility Exception, the Accessible Vehicle Dispatcher will submit the trip record for that trip. Please see screenshot below for an example of Steps 12, 13, 14, 15, and 16:
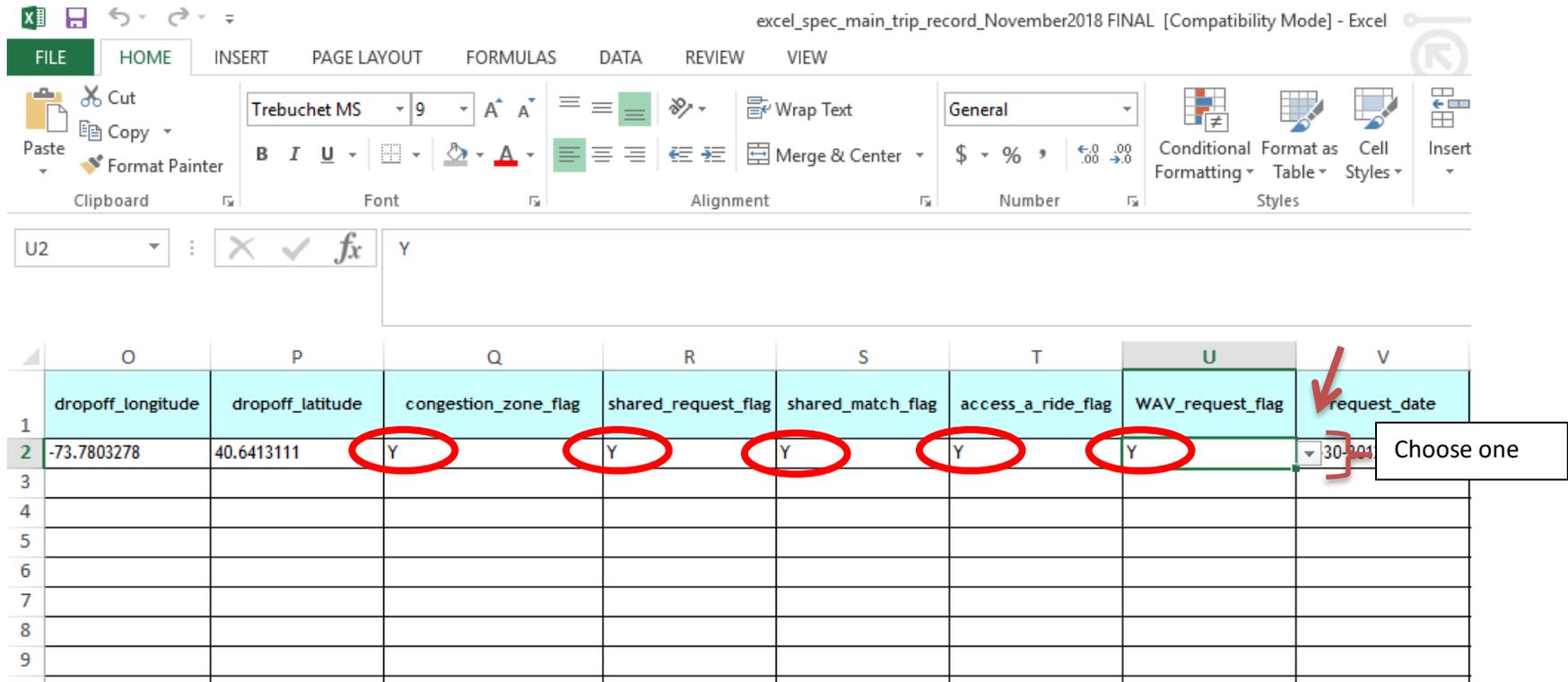
Step 17: NEW STEP- REQUEST DATE. This field is for bases WORKING WITH ACCESSIBLE VEHICLE DISPATCHERS AS PART OF THE FHV ACCESSIBILITY EXCEPTION ONLY. If your base is not opting into the exception, you can leave this field BLANK.

This field is for ALL TRIPS, not wheelchair accessible trips. Bases participating in the Exception can send all of their requests for wheelchair accessible trips to the Accessible Vehicle Dispatchers that they are partnering with. All other trips should be recorded here.

Enter the date when the passenger requested to be picked up. If the passenger requested to be picked up immediately, use the date when they called. The date should be formatted as follows: MM-DD-YYYY. In order to allow for this date setting, select "Custom" from the drop down menu (circled below). Under Custom, click on "More Number Formats" and select "mm-dd-yyyy".

Step 18: NEW STEP- REQUEST TIME. This field is for bases WORKING WITH ACCESSIBLE VEHICLE DISPATCHERS AS PART OF THE FHV ACCESSIBILITY EXCEPTION ONLY. If your base is not opting into the exception, you can leave this field BLANK.

This field is for ALL TRIPS, not wheelchair accessible trips. Bases participating in the Exception can send all of their requests for wheelchair accessible trips to the Accessible Vehicle Dispatchers that they are partnering with. All other trips should be recorded here.

Enter the time when the passenger requested to be picked up, in 24-hour Eastern Daylight time. This is the time of the scheduled reservation. If the customer requested a car immediately, this is the time of the phone call. In order to allow for this date setting, select "Custom" from the drop down menu (circled below). Under Custom, click on "More Number Formats" and select "h:mm:ss". Please see screenshot below for an example of Steps 17 and 18:

Step 19: NEW STEP- ORIGINATING BASE NUMBER. This field is for ACCESSIBLE VEHICLE DISPATCHERS ONLY. Accessible Vehicle Dispatchers are required to submit their Trip Records in CSV Format. If your base is a TLC-Approved Accessible Vehicle Dispatcher, please visit the CSV Instruction Guide for further information.

Step 20: NEW STEP- ON SCENE DATE. This field is for ACCESSIBLE VEHICLE DISPATCHERS ONLY. Accessible Vehicle Dispatchers are required to submit their Trip Records in CSV Format. If your base is a TLC-Approved Accessible Vehicle Dispatcher, please visit the CSV Instruction Guide for further information.

Step 21: NEW STEP- ON SCENE TIME. This field is for ACCESSIBLE VEHICLE DISPATCHERS ONLY. Accessible Vehicle Dispatchers are required to submit their Trip Records in CSV Format. If your base is a TLC-Approved Accessible Vehicle Dispatcher, please visit the CSV Instruction Guide for further information.

Repeat Steps 3 through 18 for every trip that your base serviced. Each trip should go on its own row. For example, the first trip will go in row 2, the second trip in row 3, and so on.

MAKE SURE YOU HAVE INCLUDED EVERY TRIP IN THE MAIN TRIP RECORD SPREADSHEET.

YOU HAVE REACHED THE END OF THE EXCEL INSTRUCTION GUIDE.

DOUBLE CHECK THAT YOU HAVE ENTERED ALL REQUIRED INFORMATION.