

# TAXI AND LIMOUSINE COMMISSION

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## WHAT WE DO

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire service and ensures public safety. TLC licenses and regulates all aspects of New York City's medallion (yellow) taxicabs, for-hire vehicles (Boro Taxis, community-based liveries and black cars), commuter vans, paratransit vehicles (ambulettes) and certain luxury limousines.

## FOCUS ON EQUITY

TLC focuses on equitable service delivery through its commitments to access and safety for all New Yorkers. In April TLC voted to expand the number of wheelchair-accessible taxis to 50 percent of the fleet by 2020. The Boro Taxi program improves access to street-hail transportation throughout the five boroughs by serving areas not commonly served by yellow medallion cabs, and TLC is developing policies to expand and significantly increase the accessibility of this fleet. As part of the Mayor's Vision Zero Initiative, TLC has strengthened enforcement of safety violations and increased its educational efforts for drivers and passengers.

## OUR SERVICES AND GOALS

**SERVICE 1 Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards and licensing requirements.**

- Goal 1a Increase access to for-hire transportation service.
- Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.
- Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.
- Goal 1d Provide excellent customer service to licensees.
- Goal 1e Promote excellent customer service for passengers.

# HOW WE PERFORMED IN FISCAL 2014

## SERVICE 1 Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards and licensing requirements.

### Goal 1a Increase access to for-hire transportation service.

As part of its program to expand taxi service to passengers with disabilities, in November 2013 TLC began to auction 400 new wheelchair accessible restricted medallions. Approximately 80 percent of these vehicles were providing service by year-end, bringing the total number of active accessible medallion taxis to 553 as of June 2014. Also in Fiscal 2014, TLC approved the first medallion vehicle to include a hearing loop (“induction loop”), which transmits sound to assist passengers with hearing aids or cochlear implants.

In April 2014 TLC approved a plan that will achieve a 50 percent wheelchair accessible medallion fleet by the year 2020, which will be complemented by the expansion of accessible service by Boro Taxis. Currently, at least 20 percent of Boro Taxi permits that are sold must be affiliated with wheelchair accessible vehicles.

TLC manages a program that provides centralized wheelchair-accessible dispatching services for medallion taxi trips originating anywhere in Manhattan. In Fiscal 2014 the median wait time for these passengers was 15 minutes, and accessible medallions completed 30,846 trips through this program.

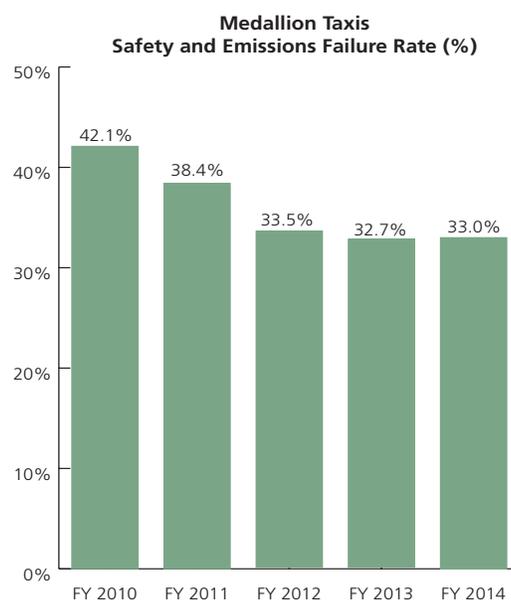
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Active medallion taxis that are accessible	NA	NA	NA	NA	553	*	*	Up	NA
Active Boro Taxis that are accessible	NA	NA	NA	NA	492	*	*	Up	NA
Accessible dispatch median wait time in Manhattan (hours:minutes)	NA	NA	NA	NA	0:15	*	*	Down	NA
Accessible dispatch trips fulfilled as a percent of requested trips (%)	NA	NA	NA	NA	81.0%	*	*	Up	NA
Active medallion vehicles with hearing loops	NA	NA	NA	NA	312	*	*	Up	NA

★ Critical Indicator “NA” - means Not Available in this report ↕ shows desired direction

### Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.

To ensure compliance with New York State safety and emissions standards and TLC rules, all TLC licensed taxis and FHVs are required to be inspected in conformance with applicable inspection requirements, which vary by license category. During Fiscal 2014 TLC conducted 13.5 percent more inspections at its Woodside facility for a total of 103,746 inspections – 52,046 medallion, 40,498 FHV, and 11,202 Boro Taxi. The increase in inspections is primarily attributed to the August 2013 introduction of the Boro Taxis, also known as Street Hail Liveries and green cabs.

Safety and emissions failure rates for medallion vehicles remained stable at 33 percent for initial inspections and 7.9 percent for reinspections. The 5-year trend for both is down. Compared to a year ago, the safety and emissions failure rate for FHV’s declined by more than four points to a four-year low of 40.6 percent at the initial inspection, better than target, and was slightly lower at reinspections – 14.4 percent. As might be expected during the first year of a program, the initial inspection failure rate for Boro Taxis was high – 49.7 percent – but should improve as licensees become familiar with the inspection process and requirements. Though many Boro Taxi permit holders are former FHV drivers or vehicle owners, the Boro Taxi inspection process is significantly different.



The percent of safety and emissions inspections completed on time remained high for both medallions and FHVs, at 96 percent and nearly 100 percent, respectively. Inspections for Boro Taxis in Fiscal 2014 did not require a scheduled appointment.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Medallion safety and emissions inspections conducted	55,744	53,362	51,582	51,786	52,046	*	*	Neutral	Neutral
★ Medallion safety and emissions failure rate - Initial inspection (%)	42.1%	38.4%	33.5%	32.7%	33.0%	35.0%	35.0%	Down	Down
- Re-inspection (%)	12.8%	9.7%	9.1%	8.1%	7.9%	*	*	Down	Down
Medallion safety and emissions inspections completed on time (%)	95.5%	94.4%	95.9%	94.9%	96.0%	*	*	Up	Neutral
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	NA	38,929	37,373	39,634	40,498	*	*	Neutral	NA
★ FHV safety and emissions failure rate - Initial inspection (%)	NA	49.4%	45.5%	44.9%	40.6%	45.0%	45.0%	Down	NA
- Re-Inspection (%)	NA	17.8%	15.6%	15.1%	14.4%	*	*	Down	NA
FHV safety and emissions inspections completed on time (%)	NA	97.7%	99.9%	99.8%	99.9%	*	*	Up	NA
Boro Taxi safety and emissions inspections conducted	NA	NA	NA	NA	11,202	*	*	Neutral	NA
Boro Taxis safety and emissions failure rate - Initial inspection (%)	NA	NA	NA	NA	49.7%	*	*	Down	NA
- Re-inspection (%)	NA	NA	NA	NA	13.0%	*	*	Down	NA

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### Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.

Patrol summonses issued to FHVs in Fiscal 2014 increased 29 percent to 41,939. Approximately 45 percent of summonses, or 19,031 of the 41,939, were issued for illegal street hails and unlicensed operations, with much of this enforcement activity focused on Boro Taxis operating in the Exclusionary Zone. For medallions, TLC issued 7,676 patrol summonses, a six percent increase from Fiscal 2013. As part of its role in the Vision Zero Initiative, TLC expanded enforcement against unsafe driving behavior, such as distracted driving. This contributed to the increase in the number of patrol summonses issued to both medallion and FHV drivers, particularly in the latter months of Fiscal 2014.

In addition to in-person enforcement, TLC uses administrative summonses to promote licensee compliance with TLC rules. Following the implementation of new taxi technology that uses geofencing capabilities to prevent meters from engaging out-of-town rates while inside the City limits, TLC observed a 91 percent decline in these rate code violations. Due to this change as well as a sizeable increase in the number of licensees accepting settlement offers in lieu of administrative summonses, the number of administrative summonses issued to medallions fell by more than half to approximately 7,000.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Medallion patrol summonses issued	8,935	5,192	3,574	7,240	7,676	*	*	Neutral	Neutral
Administrative summonses issued to medallions	7,418	3,760	15,460	14,877	6,953	*	*	Neutral	Up
FHV patrol summonses issued	20,481	27,726	41,254	32,633	41,939	*	*	Neutral	Up
★ - Summonses issued for illegal street hails and unlicensed activity	NA	NA	20,547	17,258	19,031	*	*	Neutral	NA
Administrative summonses issued to FHVs	3,685	3,721	3,945	5,861	6,403	*	*	Neutral	Up
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	NA	NA	NA	83.0%	85.4%	*	*	Up	NA

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**Goal 1d** Provide excellent customer service to licensees.

The number of TLC drivers’ licenses issued reached a five-year high of almost 70,000, a 12.3 percent rise. The increase was likely driven by the introduction of Boro Taxis as well as an overall growth in the FHV industry. The uptick in demand resulted in longer wait times at TLC’s Long Island City licensing facility, which doubled to 28 minutes as the number of visits grew by more than 61 percent, and longer times to issue drivers’ licenses. License issuance times for both medallions and FHV’s rose to an average of 62 days – this represents a 12 day increase for medallions and a 42 day increase for FHV’s.

Although TLC accepts license applications online, applicants overwhelmingly submitted paper applications in person. TLC will work with the industry to encourage a shift from paper to electronic filing and will continue to evaluate the online application intake process. Additionally, TLC is exploring ways to automate more licensing processes as well as its tracking systems to identify and correct bottlenecks in the licensing process.

Despite an increase in safety and emissions inspection activity, TLC held average inspections times to one hour or less by extending service hours and staggering inspections, meeting or exceeding its 1-hour performance target.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Average wait time at Long Island City licensing facility (hours:minutes)	0:20	0:18	0:23	0:14	0:28	0:25	0:25	Down	Up
Medallion drivers’ licenses issued	27,034	26,949	27,816	28,057	29,569	*	*	Neutral	Neutral
For-hire vehicle drivers’ licenses issued	32,227	33,010	33,374	34,229	40,388	*	*	Neutral	Up
Average days to receive a medallion driver’s license from initial application	53.4	55.2	50.9	49.6	62.3	*	*	Down	Neutral
Average days to receive a FHV driver’s license from initial application	19.9	16.5	21.5	19.9	61.7	*	*	Down	Up
★Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:12	1:11	1:18	0:55	0:53	1:00	1:00	Down	Down
★Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	NA	0:57	1:22	0:56	1:00	1:00	1:00	Down	NA
Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	NA	NA	NA	NA	0:57	*	*	Down	NA

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**Goal 1e** Promote excellent customer service for passengers.

TLC received 20,075 complaints from medallion and FHV passengers in Fiscal 2014, continuing the downward trend witnessed over the previous four years, and processed 8,226 complaints to disposition. More than two-thirds of resolved complaints were closed through the settlement program. While this allows TLC staff to process a greater volume of cases, it also contributes to longer resolution times since the time allotted for licensees to respond to settlement offers – a maximum of 30 days – counts towards the total time to close a consumer complaint. TLC had adjusted its Fiscal 2014 performance goals to 55 days to reflect this.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Average time to close a consumer complaint (calendar days): Medallion	34.1	44.0	38.0	47.0	52.0	55.0	55.0	Down	Up
Medallion driver complaints received	22,182	20,686	19,161	18,109	17,409	*	*	Down	Down
★Average time to close a consumer complaint (calendar days): FHV	31.3	44.3	54.4	56.1	55.0	55.0	55.0	Down	Up
FHV driver complaints received	2,624	2,562	2,761	3,002	2,666	*	*	Down	Neutral

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Medallion vehicles	12,237	13,237	13,237	13,237	13,566	*	*	Neutral	Neutral
For-hire vehicles (includes Boro Taxis)	43,002	38,567	41,044	43,668	51,145	*	*	Neutral	Up
- Boro Taxis	NA	NA	NA	NA	5,048	*	*	Neutral	NA

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience	FY10	FY11	FY12	FY13	FY14	FY14	FY15	Desired Direction	5yr Trend
Emails responded to in 14 days (%)	33%	42%	78%	75%	93%	60%	60%	Up	Up
Letters responded to in 14 days (%)	96%	94%	97%	94%	92%	90%	90%	Up	Neutral
Calls answered in 30 seconds (%)	15%	19%	12%	18%	43%	15%	15%	Up	Up
Completed customer requests for interpretation	3,820	5,260	6,163	7,990	5,721	*	*	Neutral	Up
CORE customer experience rating (1-100)	80	81	80	84	87	80	80	Up	Neutral

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Response to 311 Service Requests (SRs)	FY10	FY11	FY12	FY13	FY14	FY14	FY15	Desired Direction	5yr Trend
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	98%	99%	90%	88%	96%	90%	90%	Neutral	Neutral
Percent meeting time to first action - Lost Property (7 days)	87%	92%	94%	94%	87%	90%	90%	Neutral	Neutral
Percent meeting time to first action - Miscellaneous Comments (14 days)	36%	28%	63%	67%	84%	60%	60%	Neutral	Up
Percent meeting time to first action - Request for Information (14 days)	30%	24%	76%	72%	90%	60%	60%	Neutral	Up
Percent meeting time to first action - Taxi Complaint (14 days)	99%	99%	93%	82%	94%	90%	90%	Neutral	Down

## AGENCY RESOURCES

Resource Indicators	Actual					Plan <sup>1</sup>		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) <sup>2</sup>	\$30.1	\$30.2	\$31.7	\$36.7	\$48.9	\$65.3	\$75.0	Up
Revenues (\$000,000)	\$39.7	\$43.3	\$42.8	\$54.4	\$412.0	\$420.9	\$618.3	NA
Personnel	432	436	461	514	592	621	683	Up
Overtime paid (\$000)	\$1,059	\$687	\$819	\$891	\$1,230	\$1,230	\$1,230	Up
<sup>1</sup> Authorized Budget Level	"NA" - Not Available in this report		<sup>2</sup> Expenditures include all funds.					

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- TLC added a new goal on accessibility. The goal is accompanied by performance measures that quantify the agency's progress toward achieving that goal. TLC also added several measures regarding its new Boro Taxi program.
- Since TLC's primary and most effective tool for enforcing refusal violations is customer complaints, TLC will no longer report data on the Operation Refusal program as a standalone indicator.
- TLC will no longer report data on the percentage of medallion and FHV vehicles with active insurance. The data relating to this indicator provides only a singular monthly snapshot and not an overall average of active vehicle insurance.

## ADDITIONAL RESOURCES

For additional information go to:

- Enforcement and Complaint Statistics monthly:  
<http://www.nyc.gov/html/tlc/html/about/statistics.shtml>
- Annual Reports:  
<http://www.nyc.gov/html/tlc/html/archive/annual.shtml>

For more information on the agency, please visit: [www.nyc.gov/tlc](http://www.nyc.gov/tlc).