

# TAXI AND LIMOUSINE COMMISSION

Meera Joshi, Commissioner/Chair



## WHAT WE DO

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire transportation 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 2014 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 2015

## 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.

In Fiscal 2015 the overall number of wheelchair accessible Boro Taxi and medallion vehicles increased by 73 percent, from 1,045 to 1,812, as TLC continued the expansion of service for passengers with disabilities. The number of medallion vehicles with a hearing induction loop installed also increased, more than doubling to 668.

In June 2015 TLC conducted the first drawing to select additional medallions for conversion to accessible vehicles. Conversions will begin in January 2016 and are tied to the current vehicle's retirement date.

Alongside increases in the number of accessible vehicles, the program that TLC manages to dispatch accessible medallion taxis for trips originating in Manhattan saw improvements in median wait time (from 15 to 13 minutes) and the percent of trips fulfilled (from 81 percent to nearly 89 percent). To expand accessible dispatch services to all five boroughs, in Fiscal 2015 TLC released a Request for Proposals for a citywide accessible dispatch provider.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Active medallion taxis that are accessible	NA	NA	NA	553	572	*	*	Up	NA
Active Boro Taxis that are accessible	NA	NA	NA	492	1,240	*	*	Up	NA
Accessible dispatch median wait time in Manhattan (hours:minutes)	NA	NA	NA	0:15	0:13	*	*	Down	NA
Accessible dispatch trips fulfilled as a percent of requested trips (%)	NA	NA	NA	81.0%	88.7%	*	*	Up	NA
Active medallion vehicles with hearing induction loops	NA	NA	NA	312	668	*	*	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 for-hire vehicles (FHVs) are required to be inspected in conformance with applicable inspection requirements, which vary by license category. During Fiscal 2015 TLC conducted 14.7 percent more inspections at its Woodside facility for a total of 118,969 inspections – 51,769 medallion, 47,176 FHV, and 20,024 Boro Taxi. This increase in the volume of inspections is attributed to the growth of the FHV and Boro Taxi industries.

Safety and emissions failure rates for medallion and FHVs continued to trend down and reached a five-year low of 30.9 and 36.2 percent, respectively. The failure rate for Boro Taxi inspections remained high at 51.1 percent. This correlates with the continued growth of this new vehicle category, now in its second year, which underwent a more than 40 percent expansion. As with the first year, new Boro Taxi permit holders entering the industry experienced challenges adapting to the significantly different inspection process. TLC expects the failure rate to decrease in coming years as more licensees become familiar with the inspection process and requirements.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Medallion safety and emissions inspections conducted	53,362	51,582	51,786	52,046	51,769	*	*	Neutral	Neutral
★ Medallion safety and emissions failure rate - Initial inspection (%)	38.4%	33.5%	32.7%	33.0%	30.9%	35.0%	35.0%	Down	Down
- Re-inspection (%)	9.7%	9.1%	8.1%	7.9%	7.4%	*	*	Down	Down
Medallion summonses issued for non-inspection	1,929	1,815	1,675	1,747	2,704	*	*	Down	Up
Medallion safety and emissions inspections completed on time (%)	94.4%	95.9%	94.9%	96.0%	95.5%	*	*	Up	Neutral
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	38,929	37,373	39,634	40,498	47,176	*	*	Neutral	Up
★ FHV safety and emissions failure rate - Initial inspection (%)	49.4%	45.5%	44.9%	40.6%	36.2%	45.0%	45.0%	Down	Down
- Re-Inspection (%)	17.8%	15.6%	15.1%	14.4%	13.6%	*	*	Down	Down
FHV safety and emissions inspections completed on time (%)	97.7%	99.9%	99.8%	99.9%	99.8%	*	*	Up	Neutral
Boro Taxi safety and emissions inspections conducted	NA	NA	NA	11,202	20,024	*	*	Neutral	NA
Boro Taxis safety and emissions failure rate - Initial inspection (%)	NA	NA	NA	49.7%	51.1%	*	*	Down	NA
- Re-inspection (%)	NA	NA	NA	13.0%	12.8%	*	*	Down	NA

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

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

Patrol summonses issued to FHV and medallion vehicles increased by more than 24 percent to 61,672 in Fiscal 2015. Much of this increase is related to Vision Zero enforcement initiatives aimed at reducing unsafe driving practices. TLC issued 5,690 cell phone violations and 10,738 moving violations in Fiscal 2015, respective increases of 24.8 percent and 113.4 percent compared to the previous year. As enforcement initiatives focused on moving violations, the number of patrol summonses issued for illegal street hails and unlicensed activity decreased from 19,031 to 16,969 – street hail summonses issued to FHV drivers increased by six percent to 4,472 and summonses issued for unlicensed operations decreased by 15.7 percent to 12,497.

In addition to in-person enforcement, TLC uses administrative summonses to promote licensee compliance with TLC rules. Compared to Fiscal 2014, the number of administrative summonses issued to medallions and FHV increased by 77 percent and 124 percent, respectively. Factors contributing to the increase for both industries include improved data tracking and reporting, both internally and from the New York State Department of Motor Vehicles, as well as an increase in critical driver summonses that identify licensees with points against their drivers' licenses. For FHV, the significant growth in the population of licensed drivers was also a contributing factor.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Medallion patrol summonses issued	5,192	3,574	7,240	7,676	12,141	*	*	Neutral	Up
Administrative summonses issued to medallions	3,760	15,460	14,877	6,953	12,284	*	*	Neutral	Up
FHV patrol summonses issued	27,726	41,254	32,633	41,939	49,531	*	*	Neutral	Up
★ - Summonses issued for illegal street hails and unlicensed activity	NA	20,547	17,258	19,031	16,969	*	*	Neutral	NA
Administrative summonses issued to FHV	3,721	3,945	5,861	6,403	14,328	*	*	Neutral	Up
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	NA	NA	83.0%	85.4%	91.5%	*	*	Up	NA

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

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

TLC saw an 82 percent increase in visits to the licensing center in Fiscal 2015, leading to longer lines to enter the licensing facility. However, the time to speak to a customer service agent after a visitor received a Q-Matic ticket decreased by 12 minutes to an average of 16 minutes. Factors contributing to this improvement include additional staffing as well as cross-training of staff.

The number of medallion drivers' licenses issued was relatively unchanged, while license issuance for FHV drivers rose by almost 53 percent, driven by a growth in the black car segment of the FHV industry. License issuance time for medallion drivers increased by an annual average of 4.7 days to 67 days, with average issuance times beginning to improve in February 2015. After experiencing a sharp increase in Fiscal 2014, the average time to issue FHV licenses decreased by approximately 18 days to 43.6 days.

Despite a 14.7 percent increase in safety and emissions inspection activity, TLC reduced the average time to conduct an inspection across all industry categories, with wait times falling to under one hour for medallions, FHV, and Boro Taxis. This was achieved through a variety of process and equipment upgrades and extended service hours in the mornings.

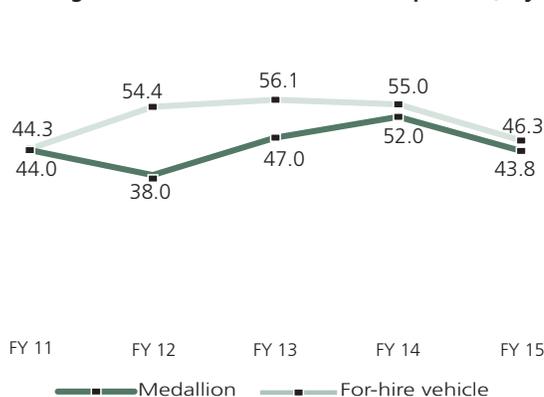
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average wait time at Long Island City licensing facility (hours:minutes)	0:18	0:23	0:14	0:28	0:16	0:25	0:25	Down	Neutral
Medallion drivers' licenses issued	26,949	27,816	28,057	29,569	29,794	*	*	Neutral	Up
For-hire vehicle drivers' licenses issued	33,010	33,374	34,229	40,388	61,691	*	*	Neutral	Up
Average days to receive a medallion driver's license from initial application	55.2	50.9	49.6	62.3	67.0	*	*	Down	Up
Average days to receive a FHV driver's license from initial application	16.5	21.5	19.9	61.7	43.6	*	*	Down	Up
★Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:11	1:18	0:55	0:53	0:50	1:00	1:00	Down	Down
★Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	0:57	1:22	0:56	1:00	0:57	1:00	1:00	Down	Down
Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	NA	NA	NA	0:57	0:55	*	*	Down	NA

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

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

TLC received 19,257 complaints from medallion and FHV passengers in Fiscal 2015 and processed 6,872 verifiable complaints to disposition. Complaints against medallion drivers decreased for the fourth consecutive year, while complaints against FHV drivers rose 23 percent to a five year high of 3,290, most likely attributable to the significant growth of drivers in the FHV industry. More than two-thirds of resolved complaints were closed through the settlement program. TLC hired three attorneys during the year to assist with processing complaints, which helped decrease average time to close a consumer complaint by over eight days for both medallion and FHV complaints.

**Average Time to Close Consumer Complaints (days)**



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average time to close a consumer complaint (calendar days): Medallion	44.0	38.0	47.0	52.0	43.8	55.0	50.0	Down	Up
Medallion driver complaints received	20,686	19,161	18,109	17,409	15,967	*	*	Down	Down
★Average time to close a consumer complaint (calendar days): FHV	44.3	54.4	56.1	55.0	46.3	55.0	50.0	Down	Neutral
FHV driver complaints received	2,562	2,761	3,002	2,666	3,290	*	*	Down	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Medallion vehicles	13,237	13,237	13,237	13,566	13,563	*	*	Neutral	Neutral
For-hire vehicles (includes Boro Taxis)	38,567	41,044	43,668	51,145	65,016	*	*	Neutral	Up
- Boro Taxis	NA	NA	NA	5,048	7,077	*	*	Neutral	NA

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience	FY11	FY12	FY13	FY14	FY15	FY15	FY16	Desired Direction	5yr Trend
Emails responded to in 14 days (%)	42%	78%	75%	93%	99%	60%	80%	Up	Up
Letters responded to in 14 days (%)	94%	97%	94%	92%	99%	90%	90%	Up	Neutral
Calls answered in 30 seconds (%)	19%	12%	18%	43%	58%	15%	15%	Up	Up
Completed customer requests for interpretation	5,260	6,163	7,990	5,721	5,336	*	*	Neutral	Neutral
CORE customer experience rating (1-100)	81	80	84	87	88	80	80	Up	Up

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Response to 311 Service Requests (SRs)	FY11	FY12	FY13	FY14	FY15	FY15	FY16	Desired Direction	5yr Trend
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	99%	90%	88%	96%	61%	90%	90%	Neutral	Down
Percent meeting time to first action - Lost Property (7 days)	92%	94%	94%	87%	86%	90%	90%	Neutral	Neutral
Percent meeting time to first action - Miscellaneous Comments (14 days)	28%	63%	67%	84%	98%	60%	60%	Neutral	Up
Percent meeting time to first action - Request for Information (14 days)	24%	76%	72%	90%	98%	60%	60%	Neutral	Up
Percent meeting time to first action - Taxi Complaint (14 days)	99%	93%	82%	94%	61%	90%	90%	Neutral	Down

## AGENCY RESOURCES

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) <sup>2</sup>	\$30.2	\$31.7	\$36.7	\$46.4	\$56.0	\$76.8	\$68.9	Up
Revenues (\$000,000)	\$43.3	\$42.8	\$54.4	\$412.0	\$95.5	\$116.7	\$77.4	Up
Personnel	436	461	514	592	609	722	757	Up
Overtime paid (\$000)	\$687	\$819	\$891	\$1,377	\$1,390	\$1,390	\$1,293	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 the word "induction," as in "hearing induction loops," in the indicator that reports on the number of medallion vehicles with this equipment.
- TLC revised Fiscal 2016 targets for the average time to close medallion and FHV consumer complaints from 55 days to 50 days and also raised the target for the percent of emails responded to in 14 days from 60% to 80%.

## 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).