

# 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 January 2016 TLC started to expand the number of wheelchair accessible medallion taxis in order to meet the goal of a 50 percent wheelchair accessible 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 both 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 to passengers.

# HOW WE PERFORMED IN FISCAL 2016

## 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.

TLC's accessible dispatch program has grown in popularity with a 10 percent increase in demand during Fiscal 2016 to 57,260 total trip requests. Even as trip requests grew, the program maintained a median wait time of 13 minutes and an 89 percent trip fulfillment rate. As of the end of Fiscal 2016, the number of active medallion and Boro Taxi wheelchair accessible taxis had increased 25 percent compared to a year ago, and the number of active medallion taxis equipped with hearing induction loop technology grew by 111 percent with the roll out of the Taxi of Tomorrow program.

In 2014 TLC adopted rules designed to help it reach a 50 percent wheelchair accessible taxi fleet by 2020. As part of the phased implementation of the accessibility requirement, in January 2016 medallion owners began replacing some retiring taxi vehicles with wheelchair accessible vehicles.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Active medallion taxis that are accessible	NA	NA	553	572	876	*	*	Up	NA
Active Boro Taxis that are accessible	NA	NA	492	1,240	1,393	*	*	Up	NA
Accessible dispatch median wait time in Manhattan (hours:minutes)	NA	NA	0:15	0:13	0:13	*	*	Down	NA
Accessible dispatch trips fulfilled as a percent of requested trips (%)	NA	NA	81.0%	88.7%	89.2%	*	*	Up	NA
Active medallion vehicles with hearing induction loops	NA	NA	312	668	1,410	*	*	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.

In total, TLC conducted 121,519 inspections at its Woodside facility in Fiscal 2016, a two percent increase over the last year, largely due to the continued growth of the FHV and Boro Taxi industries. The percent of medallion and FHV taxis that failed initial safety and emissions inspections continued on a downward trend, decreasing to 28 and 33 percent, respectively, improvements of approximately three percentage points. For Boro Taxis, although two percentage points better than a year ago, failure rates at initial inspection remained high – 49 percent. Failure rates at the follow-up inspections were slightly better for all categories.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Medallion safety and emissions inspections conducted	51,582	51,786	52,046	51,769	50,894	*	*	Neutral	Neutral
★ Medallion safety and emissions failure rate - Initial inspection (%)	33.5%	32.7%	33.0%	30.9%	28.2%	35.0%	35.0%	Down	Down
- Re-inspection (%)	9.1%	8.1%	7.9%	7.4%	6.5%	*	*	Down	Down
Medallion safety and emissions inspections completed on schedule (%)	95.9%	94.9%	96.0%	95.5%	95.6%	*	*	Up	Neutral
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	37,373	39,634	40,498	47,176	49,949	*	*	Neutral	Up
★ FHV safety and emissions failure rate - Initial inspection (%)	45.5%	44.9%	40.6%	36.2%	33.2%	45.0%	45.0%	Down	Down
- Re-Inspection (%)	15.6%	15.1%	14.4%	13.6%	12.5%	*	*	Down	Down
FHV safety and emissions inspections completed on schedule (%)	99.9%	99.8%	99.9%	99.8%	100.0%	*	*	Up	Neutral
Boro Taxi safety and emissions inspections conducted	NA	NA	11,202	20,024	20,676	*	*	Neutral	NA
Boro Taxis safety and emissions failure rate - Initial inspection (%)	NA	NA	49.7%	51.1%	49.1%	*	*	Down	NA
- Re-inspection (%)	NA	NA	13.0%	12.8%	12.4%	*	*	Down	NA

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

Total patrol summonses held steady in Fiscal 2016, with TLC enforcement officers issuing 62,090 summonses. Relative to last year, medallion patrol summons, which include those issued to medallion owners, vehicle owners, and drivers as well as the new Boro Taxi drivers and vehicle owners, increased by more than 37 percent to 16,687. This increase was driven by additional field inspections to ensure wheelchair ramps and other equipment were working properly and continued emphasis on traffic safety violations, such as distracted driving. Patrol summonses for FHV decreased by eight percent to 45,503 due, in large part, to two important changes in TLC’s approach to FHV field enforcement: 1) Following a federal court decision, TLC suspended the practice of seizing vehicles for unlicensed activity in Fall 2015, and 2) TLC began employing more alternative enforcement strategies to deter illegal for-hire activity.

Alongside patrol summonses, TLC uses administrative summonses to uphold licensee compliance with TLC rules. Administrative summonses issued to medallions decreased by 29 percent to 8,721 while administrative summonses issued to FHV increased by 18 percent to 16,903, as the number of FHV licensees continues to grow.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Medallion patrol summonses issued	3,574	7,240	7,676	12,141	16,687	*	*	Neutral	Up
Administrative summonses issued to medallions	15,460	14,877	6,953	12,284	8,721	*	*	Neutral	Down
FHV patrol summonses issued	41,254	32,633	41,939	49,531	45,403	*	*	Neutral	Up
★ Summonses issued for illegal street hails and unlicensed activity	30,664	17,935	25,344	23,300	18,929	*	*	Neutral	Down
Administrative summonses issued to FHV	3,945	5,861	6,403	14,328	16,903	*	*	Neutral	Up
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	NA	83.0%	85.4%	91.5%	90.9%	*	*	Up	NA

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

In Fiscal 2016 TLC’s licensing center moved into a new more spacious location designed to better accommodate and serve its clients. At the same time, TLC also made improvements to its queuing system. At 25 minutes, average wait times at the center were longer but still met the target. Visits to the center continued on an upward trend, increasing 10 percent over the prior fiscal year to nearly 258,000 visits and by more than 290 percent compared to Fiscal 2012 when visits totaled 66,093.

TLC saw a 10 percent increase in the number of medallion drivers’ licenses issued, which rose to a five-year high of 32,857. One factor driving this increase was the introduction of a license upgrade program, which allows qualified, experienced FHV drivers to obtain licenses to drive medallion taxis. The average number of days to receive a new medallion license, which includes both TLC processing time and the time applicants spend attending required education courses and submitting other required materials, decreased by nine days to 58 days.

TLC also saw a five percent increase in the number of FHV drivers’ licenses issued, to 64,544. On average, TLC issued a new license in 68 days, an increase of almost 25 days from the previous year. A significant driver of this increase was the introduction in December 2015 of a new school and testing requirement. To assist new FHV drivers with the application process, TLC worked to raise awareness about the school requirement and ensure adequate space was available in schools to accommodate applicants. In the near future, TLC will officially launch a TLC Driver’s License, which will create a single license for individuals who wish to drive either taxis or FHV. When this program launches, drivers will undergo an identical application process regardless of the industry in which they plan to work.

TLC reduced the average time to conduct a safety and emissions vehicle inspection, which includes both wait time and actual inspection time, across all industry categories. Average inspection times remained better than the one-hour target, with improvements ranging from two to eight minutes. One factor likely contributing to the faster inspection times is the ongoing standardization of the fleet due to the continued roll out of the Taxi of Tomorrow. As TLC inspectors have become more familiar with these vehicles, the inspection process has benefitted from efficiency gains.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★Average wait time at Long Island City licensing facility (hours:minutes)	0:23	0:14	0:28	0:16	0:25	0:25	0:25	Down	Up
Medallion drivers' licenses issued	27,816	28,057	29,569	29,794	32,857	*	*	Neutral	Up
For-hire vehicle drivers' licenses issued	33,374	34,229	40,388	61,691	64,544	*	*	Neutral	Up
Average time to receive a new medallion driver's license from initial application (calendar days)	50.9	49.6	62.3	67.0	58.0	*	*	Down	Up
- Average agency processing time	NA	NA	NA	NA	13.1	*	*	Down	NA
Average time to receive a FHV driver's license from initial application (calendar days)	21.5	19.9	61.7	43.6	68.2	*	*	Down	Up
- Average agency processing time	NA	NA	NA	NA	26.7	*	*	Down	NA
★Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:18	0:55	0:53	0:50	0:48	1:00	1:00	Down	Down
★Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	1:22	0:56	1:00	0:57	0:49	1:00	1:00	Down	Down
Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	NA	NA	0:57	0:55	0:51	*	*	Down	NA

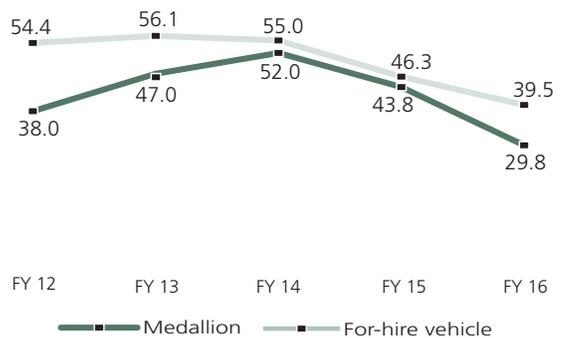
★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

### Goal 1e Promote excellent customer service to passengers.

In Fiscal 2016 the TLC received a total 23,297 complaints from the public, a 24 percent increase. Of these, 10,227 were eligible for prosecution. Complaints against medallion and FHV drivers increased by 16 percent and 64 percent, respectively. The increases are likely attributable to the agency's successful efforts to encourage the riding public to reach out to 311 with any questions or complaints regarding any TLC-licensed service, reinforcing TLC's commitment to equitable service and access for all New Yorkers. The most common reason for medallion complaints was service refusals, attributed to an ongoing public service announcement, which began airing in June 2015. For FHV's, the most common complaints were related to traffic rules.

The average days to close a complaint decreased from almost 44 to under 30 days for medallions and from approximately 46 to 39.5 days for FHV's. The faster processing times reflect the allocation of additional resources.

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



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★Average time to close a consumer complaint (calendar days): Medallion	38.0	47.0	52.0	43.8	29.8	50.0	50.0	Down	Down
Medallion driver complaints received	19,161	18,109	17,409	15,967	18,532	*	*	Down	Neutral
- Complaints that were eligible for prosecution	4,555	7,843	6,848	6,553	7,876	*	*	Neutral	Up
★Average time to close a consumer complaint (calendar days): FHV	54.4	56.1	55.0	46.3	39.5	50.0	50.0	Down	Down
FHV driver complaints received	2,761	3,002	2,666	3,290	5,395	*	*	Down	Up
- Complaints that were eligible for prosecution	188	497	757	1,368	2,351	*	*	Neutral	Up

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Medallion vehicles	13,237	13,237	13,587	13,587	13,587	*	*	Neutral	Neutral
For-hire vehicles (includes Boro Taxis)	41,044	43,668	51,145	65,016	78,814	*	*	Neutral	Up
- Boro Taxis	NA	NA	5,048	7,077	7,237	*	*	Neutral	NA

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience									
E-mails responded to in 14 days (%)	78%	75%	93%	99%	NA	80%	80%	Up	NA
Letters responded to in 14 days (%)	97%	94%	92%	99%	NA	90%	90%	Up	NA
Calls answered in 30 seconds (%)	NA	NA	NA	NA	NA	*	*	Up	NA
Completed customer requests for interpretation	6,163	7,990	5,721	5,336	6,880	*	*	Neutral	Neutral
CORE customer experience rating (1-100)	80	84	87	88	98	80	80	Up	Up

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	90%	88%	96%	61%	88%	90%	90%	Neutral	Down
Percent meeting time to first action - Lost Property (7 days)	94%	94%	87%	86%	72%	90%	90%	Neutral	Down
Percent meeting time to first action - Miscellaneous Comments (14 days)	63%	67%	84%	98%	84%	60%	60%	Neutral	Up
Percent meeting time to first action - Request for Information (14 days)	76%	72%	90%	98%	83%	60%	60%	Neutral	Up
Percent meeting time to first action - Taxi Complaint (14 days)	93%	82%	94%	61%	86%	90%	90%	Neutral	Down

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) <sup>3</sup>	\$31.7	\$36.7	\$46.4	\$52.4	\$52.7	\$68.6	\$70.6	Up
Revenues (\$000,000)	\$42.8	\$54.4	\$412.0	\$95.5	\$84.7	\$77.4	\$63.1	Up
Personnel	461	514	592	609	590	755	756	Up
Overtime paid (\$000)	\$819	\$891	\$1,377	\$1,369	\$1,260	\$1,260	\$1,230	Up

<sup>1</sup>Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at [nyc.gov/mmr](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>Expenditures include all funds  
 "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In light of a September 30th 2015 federal court decision that struck down TLC's authority to seize vehicles of first-time violators of unlicensed for-hire activity, TLC has stopped seizing all vehicles. Local law, however, authorizes TLC to seize vehicles that are subject to forfeiture, i.e., vehicles of persons with one or more violations for unlicensed for-hire activity at the time of the vehicle stop. TLC is currently developing a new seizure and forfeiture framework pursuant to this authority. A public hearing on proposed rules that would implement the framework took place in July 2016.

- TLC added the word “new” to the indicators that report on the ‘Average time to receive a medallion driver’s license from initial application (calendar days)’ and ‘Average time to receive a FHV driver’s license from initial application (calendar days)’ to clarify that the calculation does not include the time to issue renewal licenses. Additionally, TLC renamed the subset indicators that appear under these metrics from ‘Average time to issue a license after all requirements were met’ to ‘Average agency processing time’ to better describe the data that is being reported.
- TLC also renamed the indicator ‘Verifiable complaints’ to ‘Complaints that were eligible for prosecution.’ The indicator appears as a subset under the indicators that report on the number of ‘Medallion driver complaints received’ and ‘FHV driver complaints received.’
- Fiscal 2016 data for the correspondence metrics that report on the number of e-mails and letters received and the percent of each responded to in 14 days is not available. The agency is reevaluating reporting systems and expects to report data in Fiscal 2017. Similarly, Fiscal 2016 data for ‘Calls answered in 30 seconds (%)’ is also not available. TLC is reviewing the available reporting options of its new IVR system and expects to begin reporting data in Fiscal 2017.
- TLC corrected data for Fiscal 2014 and 2015 for ‘Medallion vehicles.’ The corrected number is 13,587 vehicles for both years.
- Fiscal 2016 data for Customers Observing and Reporting Experiences (CORE) ratings represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.

## 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).