

TAXI AND LIMOUSINE COMMISSION

Bill Heinzen, Acting 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 New York City's medallion (yellow) taxicabs, for-hire vehicles (app-based services, Boro Taxis, community-based liveries and luxury limousines), commuter vans and paratransit vehicles.

FOCUS ON EQUITY

TLC focuses on equitable service delivery through its commitments to access and safety for all New Yorkers. In January 2019, TLC implemented rules to expand accessible service in the FHV sector. In addition to being able to request wheelchair accessible service in a metered taxi from anywhere in the City, now residents and visitors can also request wheelchair accessible service from the major app-based services and from hundreds of community-based liveries and car services. This year TLC created the Office of Inclusion to raise awareness about and curb the incidence of service refusals based upon race, ethnicity, gender, sexual orientation and disability. As part of the 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 2019

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 continued expanding the accessibility of the City’s taxi fleet and improving service to passengers who need wheelchair accessible vehicles. In Fiscal 2019, 594 accessible medallion taxis were put into service, increasing the total reported at the end of the year by 27 percent over Fiscal 2018. The number of accessible Boro Taxis fell by 47 in Fiscal 2019, reflecting the shrinking size of that fleet. In January 2019, TLC implemented rules to expand accessible service in the for-hire vehicle (FHV) sector, which includes Uber, Lyft, Via and other black car and community livery bases. As of June 2019, there were 579 active wheelchair accessible FHVs. The median wait time to receive service in a wheelchair accessible taxi from when passengers place a request was 13 minutes in Fiscal 2019.

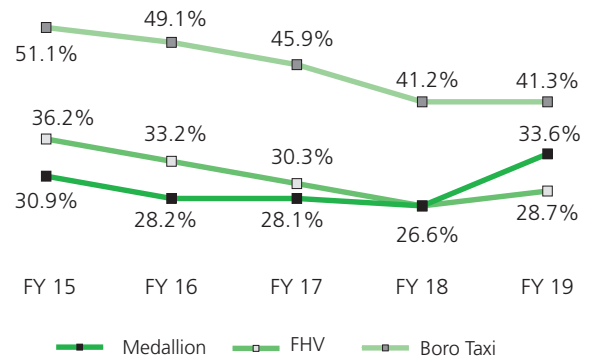
Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Active medallion taxis that are accessible	572	876	1,762	2,173	2,767	*	*	Up	Up
Active Boro Taxis that are accessible	1,240	1,393	426	216	169	*	*	Down	Up
Accessible dispatch median wait time citywide (minutes:seconds)	NA	NA	NA	NA	12:59	*	*	NA	Down
Accessible dispatch trips fulfilled as a percent of requested trips (%)	88.8%	89.4%	91.2%	83.9%	84.8%	*	*	Neutral	Up
Active medallion vehicles with hearing induction loops	668	1,410	2,205	2,597	2,947	*	*	Up	Up
Active FHVs that are accessible	NA	NA	NA	NA	579	*	*	NA	Up

★ Critical Indicator “NA” Not Available ⬆️⬆️ Directional Target * None

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

TLC conducted a total of 126,275 safety and emissions inspections at its Woodside facility in Fiscal 2019, down 4.8 percent from Fiscal 2018. FHV inspections continued to rise, increasing 16 percent from Fiscal 2018. FHV inspections accounted for two-thirds of all inspections in Fiscal 2019. The percent of vehicles that failed initial safety and emissions inspections remained below target levels in Fiscal 2019. The failure rate was 33.6 percent for medallion taxis, 28.7 percent for FHVs and 41.3 percent for Boro taxis.

Safety and Emissions Failure Rate - Initial Inspections



Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Medallion safety and emissions inspections conducted	51,769	50,894	49,830	47,955	31,756	*	*	Down	*
★ Medallion safety and emissions failure rate - Initial inspection (%)	30.9%	28.2%	28.1%	26.9%	33.6%	35.0%	35.0%	Neutral	Down
– Re-inspection (%)	7.4%	6.5%	6.6%	7.1%	6.1%	*	*	Down	Down
Medallion safety and emissions inspections completed on schedule (%)	95.5%	95.6%	94.0%	93.4%	54.7%	*	*	Down	Up

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	47,176	49,949	69,390	72,235	84,145	*	*	Up	*
★ FHV safety and emissions failure rate - Initial inspection (%)	36.2%	33.2%	30.3%	26.6%	28.7%	35.0%	35.0%	Down	Down
– Re-Inspection (%)	13.6%	12.5%	10.1%	7.9%	8.4%	*	*	Down	Down
FHV safety and emissions inspections completed on schedule (%)	99.8%	100.0%	96.9%	99.9%	96.8%	*	*	Neutral	Up
Boro Taxi safety and emissions inspections conducted	20,024	20,676	17,002	12,414	10,374	*	*	Down	*
★ Boro Taxi safety and emissions failure rate - Initial inspection (%)	51.1%	49.1%	45.9%	41.2%	41.3%	45.0%	45.0%	Down	Down
– Re-inspection (%)	12.8%	12.4%	10.4%	11.8%	10.7%	*	*	Down	Down
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target			* None				

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

To maintain public safety, TLC Enforcement concentrated most deployment on illegal street hails and unlicensed operations in Fiscal 2019, resulting in 13 percent and 14 percent increases in summonses issued for these types of violations, respectively. Overall, TLC enforcement officers issued 60,426 patrol summonses in Fiscal 2019 compared to 54,758 the prior year, an increase of 10 percent.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Patrol summonses issued to drivers	33,714	39,833	34,725	33,917	43,217	*	*	Up	*
Patrol summonses issued to owners/agents/bases	27,958	22,257	23,829	20,841	17,209	*	*	Down	*
★ Patrol summonses issued for illegal street hails (drivers and vehicle owners)	10,803	8,549	12,813	8,588	9,694	*	*	Neutral	*
★ Patrol summonses issued for unlicensed activity (drivers and vehicle owners)	12,497	10,380	7,955	7,346	8,352	*	*	Down	*
Administrative summonses issued to drivers	13,492	10,478	9,595	12,018	13,563	*	*	Neutral	*
Administrative summonses issued to owners/agents/bases	13,120	15,146	16,603	18,345	14,313	*	*	Up	*
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	91.5%	90.9%	94.5%	93.0%	90.4%	*	*	Neutral	Up
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target			* None				

Goal 1d Provide excellent customer service to licensees.

TLC is committed to leveraging modern, web-based tools to offer 24-hour convenience to its licensees and optimize back-office operations. The impact of this work is particularly noticeable in the increase of settlement payments made through the License Applications, Renewals and Summonses (LARS) system, which handles the agency’s online payments. TLC’s internal processing time to issue a new TLC driver license decreased 16 percent in Fiscal 2019, which is attributable to a decrease of 37 percent in new license issuance volume. The decline in license applications may be due to the cap on FHV licenses that went into effect in August 2018. TLC has also experienced efficiencies gained through technological systems improvements.

Average wait times at TLC’s licensing facility increased by 10 minutes in Fiscal 2019. This was due to a 32 percent increase in the number of customers served without being offset by an increase in staffing levels. Although call volume to the TLC call center remained about the same compared to the previous year, average call wait time fell to seven and a half minutes, an improvement of 25 percent from Fiscal 2018.

In August 2018, new legislation paused the issuance of new FHV licenses (other than wheelchair accessible vehicles and vehicles that qualify for the “lease-to-own” exception). This resulted in a 42 percent year-over-year decrease in new vehicle applications. The influx of new vehicle applications submitted just before the pause led to a seven percent increase in the total licensed FHV population over the prior year. However, in the last three months of Fiscal 2019, the impact of the pause legislation began to show: the total licensed FHV population stopped growing and began to decline slightly (month to month).

TLC hired more staff to conduct safety and emissions inspections and expanded hours halfway through Fiscal 2019. As a result, the average time to conduct safety and emissions inspections decreased across all sectors. Although the average time to conduct an inspection exceeded the target of one hour in the FHV and Boro Taxi sectors over the entire 12 month reporting period, by June 2019 the average times were all within target.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:16	0:25	0:19	0:13	0:23	0:25	0:25	Neutral	Down
TLC driver licenses issued	91,485	97,401	95,337	65,302	48,551	*	*	Down	*
– New licenses issued	34,981	29,870	35,764	33,301	21,020	*	*	Down	*
Average time to issue a new driver license from initial application (calendar days)	NA	63.1	59.1	45.0	46.0	*	*	NA	Down
– Average agency processing time	NA	19.9	11.8	7.8	6.6	*	*	NA	Down
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	0:50	0:48	0:58	1:09	0:55	1:00	1:00	Up	Down
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	0:57	0:49	1:09	1:22	1:03	1:00	1:00	Up	Down
★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	0:55	0:51	1:11	1:26	1:12	1:00	1:00	Up	Down
★ Critical Indicator	“NA” Not Available	↑↓ Directional Target			* None				

Goal 1e Promote excellent customer service to passengers.

TLC created the Office of Inclusion to raise awareness about and curb the incidence of service refusals based upon race, ethnicity, gender, sexual orientation and disability. One area of focus will be to address consumer complaints, and the office has been recruiting more staff to address service refusals. Overall, the number of complaints received from the public increased by eight percent in Fiscal 2019 compared to the previous year. Of the 26,532 complaints received, TLC had sufficient evidence to prosecute 13,865 cases, an increase of 12 percent. Due to the high volume of cases that proceed with a TLC prosecution, the average number of days to close a case steadily increased to 95 days in Fiscal 2019. As it became clear that processing times were exceeding the target level, the agency took steps to reduce the processing time for consumer complaints. These efforts were largely a success. By June 2019, the number of days to close a case decreased to 56.3 days, and it is expected to fall within target in early Fiscal 2020.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
TLC driver complaints received	19,257	23,927	19,886	24,566	26,532	*	*	Up	*
– Complaints that were eligible for prosecution	7,921	10,227	9,847	12,343	13,865	*	*	Up	*
★ Average time to close a consumer complaint (calendar days): TLC driver	NA	34.7	33.4	44.2	94.8	50.0	50.0	NA	Down
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target						* None	

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Medallion vehicles	13,587	13,587	13,587	13,587	13,587	*	*	Neutral	*
For-hire vehicles	65,016	78,814	99,928	113,222	120,954	*	*	Up	*
– Boro Taxis	7,077	7,237	6,313	4,505	4,157	*	*	Down	*
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target						* None	

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	99%	98%	99%	100%	100%	85%	85%	Neutral	Up
Letters responded to in 14 days (%)	99%	NA	88%	91%	88%	90%	90%	NA	Up
Average call wait time (minutes:seconds)	NA	NA	18:55	10:04	7:32	*	*	NA	Down
Completed customer requests for interpretation	5,336	6,880	7,247	8,238	11,158	*	*	Up	*
CORE customer experience rating (1-100)	88	98	97	95	NA	85	85	NA	Up
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target						* None	

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	61%	88%	94%	96%	71%	90%	90%	Up	*
Percent meeting time to first action - Lost Property (7 days)	86%	72%	72%	100%	96%	90%	90%	Up	*
Percent meeting time to first action - Miscellaneous Comments (14 days)	98%	84%	96%	100%	100%	60%	60%	Neutral	*
Percent meeting time to first action - Request for Information (14 days)	98%	83%	94%	100%	100%	60%	60%	Neutral	*
Percent meeting time to first action - Taxi Complaint (14 days)	61%	86%	94%	96%	75%	90%	90%	Up	*
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target						* None	

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	
Expenditures (\$000,000) ³	\$52.4	\$47.9	\$45.8	\$45.7	\$49.3	\$51.6	\$53.2	Neutral
Revenues (\$000,000)	\$95.5	\$84.7	\$100.7	\$82.9	\$81.9	\$57.4	\$61.6	Down
Personnel	609	590	585	584	625	674	670	Neutral
Overtime paid (\$000)	\$1,369	\$1,086	\$1,079	\$1,171	\$1,213	\$1,213	\$1,213	Neutral

¹Actual 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 for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY18 ¹ (\$000,000)	Modified Budget FY19 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$35.0	\$37.2	All
002 - Other Than Personal Services	\$10.8	\$12.1	All
Agency Total	\$45.7	\$49.3	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2018. Includes all funds. ² City of New York Adopted Budget for Fiscal 2019, as of June 2019. Includes all funds.

³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- To ensure that the processing times are accurately reported, TLC amended the methodology used to calculate consumer complaint indicators. In order to calculate the number of days to close, TLC utilizes either the date that a stipulation of settlement was paid or the date that a summons was issued, whichever date was earlier. Regarding 'Complaints that were eligible for prosecution,' TLC now uses the earliest issue date of the related violation regardless of the month that the driver complaint was filed. This helps to accurately report the exact numbers of cases processed in each month regardless of the date the driver complaint was made.
- In January 2019, TLC implemented rules to expand accessible service in the for-hire vehicle (FHV) sector, which includes Uber, Lyft, Via and other black car and community livery bases. The MMR now includes an indicator for 'Active FHVs that are accessible.'
- During part of Fiscal 2019, Meera Joshi was Commissioner/Chair; Bill Heinzen has served as Acting Commissioner/Chair since March 23, 2019.
- Fiscal 2019 data for CORE (Customers Observing and Reporting Experiences) facility ratings are not available. CORE inspections will be conducted in the fall and winter of Calendar 2019 and the results will appear in the Fiscal 2020 Mayor's Management Report.

ADDITIONAL RESOURCES

For additional information go to:

- Industry Reports: <https://www1.nyc.gov/site/tlc/about/industry-reports.page>

For more information on the agency, please visit: www.nyc.gov/tlc.