

TAXI AND LIMOUSINE COMMISSION

Aloysee Heredia Jarmoszuk,
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.

In response to increasing food insecurity caused by the COVID-19 pandemic, the City created GetFood NYC to provide food to New Yorkers in need. One component of the GetFood initiative—TLC Delivery—used TLC-licensed drivers to deliver meals to individuals who could not safely leave their homes during the pandemic. In addition to providing food to New York's most at-risk residents, TLC Delivery also generated additional income for drivers whose business was significantly impacted. The TLC partnered with DSNY, NYCEM, DoITT and Parks to establish driver enrollment and payment systems, develop protocols and staff for food distribution sites, and to develop electronic driver shift reservations, route assignments, and turn-by-turn directions. As of June 30, 2020, 9,168 TLC-licensed drivers have worked a total of 36,918 shifts, earned \$23,980,405 and delivered 40,891,615 meals across all five boroughs.

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. In Fiscal 2020, TLC's Office of Inclusion launched a major public awareness campaign 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 2020

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 continues to work toward a more accessible fleet of for-hire vehicles (FHV) and medallion and Boro taxis, but the industry was hit hard by the COVID-19 pandemic. While there was a 92 percent increase in the number of wheelchair accessible FHV on the road at the end of Fiscal 2020 (1,113 total), there were significant declines in the number of accessible medallion and Boro taxis, which saw drops of 62 percent and 75 percent, respectively, similar to decreases across all segments of the industry. Although the fulfillment rates and wait times for the accessible dispatch program appear better than last year's numbers, the overall trip volume was down considerably in the latter part of the year because of COVID-19. Moving forward the focus will be on ensuring the wheelchair accessible vehicles that have been inactive during the pandemic are able to get back on the road.

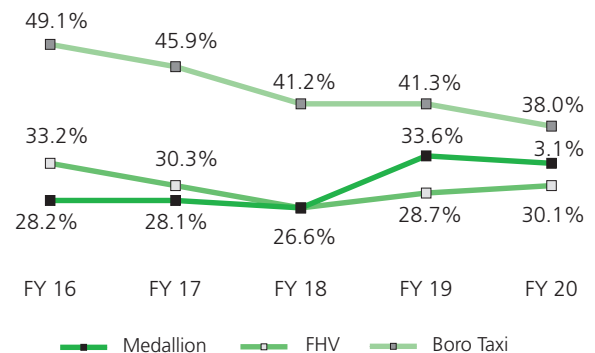
Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Active medallion taxis that are accessible	876	1,762	2,173	2,767	1,052	*	*	Up	Up
Active Boro Taxis that are accessible	1,393	426	216	169	43	*	*	Down	Up
Accessible dispatch median wait time citywide (minutes:seconds)	NA	NA	NA	12:59	12:25	*	*	NA	Down
Accessible dispatch trips fulfilled as a percent of requested trips (%)	89.4%	91.2%	83.9%	84.8%	89.2%	*	*	Neutral	Up
Active medallion vehicles with hearing induction loops	1,410	2,205	2,597	2,947	3,007	*	*	Up	Up
Active FHV that are accessible	NA	NA	NA	579	1,113	*	*	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 104,649 safety and emissions inspections at its Woodside facility in Fiscal 2020, a 17 percent decrease from the prior year. The reduction was primarily due to the return to a similar level of FHV inspections conducted in Fiscal 2018 after a higher than normal FHV inspection volume in Fiscal 2019. Another impact of the pause that we saw this year is a shift towards FHV renewal inspections and a decline in new vehicle inspections. Some of the overall reduction in inspections across all sectors of the industry was also due to COVID-19. TLC's Woodside inspection facility was open and conducting inspections during this period, but many licensees opted to not operate their vehicles during that time and those vehicles did not come in for inspection.

Safety and Emissions Failure Rate - Initial Inspections



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Active medallion taxis that are accessible	876	1,762	2,173	2,767	1,052	*	*	Up	Up
Active Boro Taxis that are accessible	1,393	426	216	169	43	*	*	Down	Up
Accessible dispatch median wait time citywide (minutes:seconds)	NA	NA	NA	12:59	12:25	*	*	NA	Down
Accessible dispatch trips fulfilled as a percent of requested trips (%)	89.4%	91.2%	83.9%	84.8%	89.2%	*	*	Neutral	Up
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Active FHV that are accessible	NA	NA	NA	579	1,113	*	*	NA	Up

★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Medallion safety and emissions inspections conducted	50,894	49,830	47,955	31,756	27,000	*	*	Down	*
★ Medallion safety and emissions failure rate - Initial inspection (%)	28.2%	28.1%	26.9%	33.6%	33.1%	35.0%	35.0%	Up	Down
– Re-inspection (%)	6.5%	6.6%	7.1%	6.1%	6.8%	*	*	Neutral	Down
Medallion safety and emissions inspections completed on schedule (%)	95.6%	94.0%	93.4%	54.7%	59.9%	*	*	Down	Up
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	49,949	69,390	72,235	84,145	69,640	*	*	Up	*
★ FHV safety and emissions failure rate - Initial inspection (%)	33.2%	30.3%	26.6%	28.7%	30.1%	35.0%	35.0%	Neutral	Down
– Re-Inspection (%)	12.5%	10.1%	7.9%	8.4%	9.0%	*	*	Down	Down
FHV safety and emissions inspections completed on schedule (%)	100.0%	96.9%	99.9%	96.8%	98.6%	*	*	Neutral	Up
Boro Taxi safety and emissions inspections conducted	20,676	17,002	12,414	10,374	8,009	*	*	Down	*
★ Boro Taxi safety and emissions failure rate - Initial inspection (%)	49.1%	45.9%	41.2%	41.3%	38.0%	45.0%	45.0%	Down	Down
– Re-inspection (%)	12.4%	10.4%	11.8%	10.7%	12.0%	*	*	Neutral	Down
★ Critical Indicator	“NA” Not Available	↑↓ Directional Target			* None				

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

TLC Enforcement continued its focus on illegal street hails and unlicensed activity through the first part of Fiscal 2020. Due to COVID-19 and the associated decline in for-hire activity, TLC’s Enforcement Division was redeployed from enforcement patrols to assist with the City’s emergency food response efforts. On March 13, Enforcement officers systematically transitioned to staffing food distribution sites, picking up personal protective equipment (PPE) donations and distributing PPE to TLC-licensed drivers in addition to delivering PPE to health care facilities. By the first week of June all patrol officers were dedicated to full support of the City’s emergency food response efforts. Patrol summonses decreased 70 percent in the last quarter of Fiscal 2020 as a direct result of redeployment to COVID-19 related duties. Overall, TLC Enforcement officers issued 50,795 patrol summonses in Fiscal 2020 compared to 60,426 the prior year, a decrease of 16 percent. For illegal street hails and unlicensed activity, there was an 18 percent and 5 percent decrease in summonses, respectively.

Administrative summonses were up in Fiscal 2020. For owners/agents/bases the 55 percent increase was related to enforcement of TLC rules that were a pre-pandemic focus. Nearly all the additional summonses were related to FHVs not having vehicle insurance and TLC efforts to collect payment for the accessibility surcharge, re-inspection services and commercial motor vehicle taxes. For drivers, the majority of the 40 percent increase was due to more Critical Driver administrative summonses. These violations went up in recent years as the total number of drivers grew. TLC had a backlog of cases due to the time-consuming process of reviewing DMV driver abstracts before issuing these summonses, but was able to redeploy staff to clear the backlog by May 2020. Since that time, TLC staff have been able to review all new driver abstracts at the same time as receiving notifications of convictions from DMV, which will help to avoid future backlogs.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Patrol summonses issued to drivers	39,833	34,725	33,917	43,217	37,887	*	*	Neutral	*
Patrol summonses issued to owners/agents/bases	22,257	23,829	20,841	17,209	12,908	*	*	Down	*
★ Patrol summonses issued for illegal street hails (drivers and vehicle owners)	8,549	12,813	8,588	9,694	7,904	*	*	Down	*
★ Patrol summonses issued for unlicensed activity (drivers and vehicle owners)	10,380	7,955	7,346	8,352	7,928	*	*	Down	*
Administrative summonses issued to drivers	10,478	9,595	12,018	13,563	19,019	*	*	Up	*
Administrative summonses issued to owners/agents/bases	15,146	16,603	18,345	14,313	22,225	*	*	Up	*
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	90.9%	94.5%	93.0%	90.4%	90.5%	*	*	Neutral	Up
★ Critical Indicator	“NA” Not Available	↑↓ Directional Target			* None				

Goal 1d Provide excellent customer service to licensees.

TLC’s forward-thinking investment in technology and training enabled the agency to continue to provide exceptional customer service throughout Fiscal 2020 despite a shifting landscape. Two metrics that exemplify this are average call wait time and average wait time at the Long Island City customer service facility. The call wait time decreased by 15 percent to just under six and a half minutes when compared to Fiscal 2019 despite a substantial increase in call volume and negligible changes in staffing. This improvement is due in part to the agency’s investment in its Interactive Voice Response (IVR) system. Similarly, although the wait time at the customer service facility increased slightly during the latter part of Fiscal 2020, it remained below target and a consistent level of service was maintained with the previous year despite the operational challenges that resulted from COVID-19 as the agency was able to find creative ways to move in-person processes online.

TLC’s driver and vehicle licensing metrics demonstrate significant industry change in response to TLC rules. New driver licenses issued were down 68 percent compared to the prior year following the agency’s pause on issuing new FHV vehicle licenses. Overall driver license issuance (new and renewals) was up 50 percent to 72,889 in Fiscal 2020 due to increased renewal volume that was the result of the agency extending the term of a driver license from two to three years beginning in Fiscal 2016. TLC was able to issue a higher number of licenses despite sudden operational changes because of previous investments in digital tools that streamline the submission, processing and decision-making on driver applications.

Average time to conduct a safety and emissions inspection decreased across the board for all sectors and remained under the target of one hour. While part of this is related to TLC’s ability to hire a new class of inspectors and increase capacity at the Woodside inspection facility, the decrease in overall inspection volume also enabled TLC to improve wait times.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:25	0:19	0:13	0:23	0:24	0:25	0:25	Neutral	Down
TLC driver licenses issued	97,401	95,337	65,302	48,551	72,889	*	*	Down	*
– New licenses issued	29,870	35,764	33,301	21,020	6,769	*	*	Down	*
Average time to issue a new driver license from initial application (calendar days)	63.1	59.1	45.0	46.0	50.0	*	*	Down	Down
– Average agency processing time	19.9	11.8	7.8	6.6	6.1	*	*	Down	Down
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	0:48	0:58	1:09	0:55	0:48	1:00	1:00	Neutral	Down
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	0:49	1:09	1:22	1:03	0:35	1:00	1:00	Down	Down
★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	0:51	1:11	1:26	1:12	0:45	1:00	1:00	Neutral	Down
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

Goal 1e Promote excellent customer service to passengers.

In Fiscal 2020 the Office of Inclusion broadened its customer service reach and took a larger presence in community engagements, including neighborhood events, meetings, focus groups and town halls, to ensure the public became aware of the process for reporting service refusal and discrimination complaints. TLC implemented a new intake process beginning in January 2020 to better track and resolve such complaints. In Fiscal 2020, TLC received a total of 19,739 complaints and had sufficient evidence to prosecute 14,453 cases, an increase of 4 percent from Fiscal 2019. Additionally, TLC strived to reduce the number of days to close a consumer complaint case and succeeded in overcoming the backlog of cases experienced in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
TLC driver complaints received	23,927	19,886	24,566	26,532	19,739	*	*	Neutral	*
– Complaints that were eligible for prosecution	10,227	9,847	12,343	13,865	14,453	*	*	Up	*
★ Average time to close a consumer complaint (calendar days): TLC driver	34.7	33.4	44.2	94.8	50.5	50.0	50.0	Up	Down
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Medallion vehicles	13,587	13,587	13,587	13,587	13,587	*	*	Neutral	*
For-hire vehicles	78,814	99,928	113,222	120,954	110,430	*	*	Up	*
– Boro Taxis	7,237	6,313	4,505	4,157	3,068	*	*	Down	*
★ Critical Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	98%	99%	100%	100%	NA	85%	85%	NA	Up
Letters responded to in 14 days (%)	NA	88%	91%	88%	81%	90%	90%	NA	Up
Average call wait time (minutes:seconds)	NA	18:55	10:04	7:32	6:24	*	*	NA	Down
Completed customer requests for interpretation	6,880	7,247	8,238	11,158	11,878	*	*	Up	*
CORE customer experience rating (1-100)	98	97	95	NA	96	85	85	NA	Up
★ Critical Indicator “NA” Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	88%	94%	96%	71%	NA	90%	90%	NA	*
Percent meeting time to first action - Lost Property (7 days)	72%	72%	100%	96%	97%	90%	90%	Up	*
Percent meeting time to first action - Miscellaneous Comments (14 days)	84%	96%	100%	100%	NA	60%	60%	NA	*
Percent meeting time to first action - Request for Information (14 days)	83%	94%	100%	100%	NA	60%	60%	NA	*
Percent meeting time to first action - Taxi Complaint (14 days)	86%	94%	96%	75%	NA	90%	90%	NA	*
★ Critical Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) ³	\$47.9	\$45.8	\$45.7	\$47.9	\$53.5	\$54.1	\$54.1	Up
Revenues (\$000,000)	\$84.7	\$100.7	\$82.9	\$79.5	\$67.7	\$61.6	\$55.7	Down
Personnel	590	585	584	625	641	652	646	Neutral
Overtime paid (\$000)	\$1,086	\$1,079	\$1,171	\$1,521	\$1,213	\$1,213	\$807	Up
¹ Adopted 2021 Financial Plan ² Expenditures include all funds “NA” - Not Available								

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 FY19 ¹ (\$000,000)	Modified Budget FY20 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$37.5	\$40.6	All
002 - Other Than Personal Services	\$10.4	\$12.9	All
Agency Total	\$47.9	\$53.5	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. Includes all funds.

²City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds.

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

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Fiscal 2020 data for 'E-mails responded to in 14 days (%)' was unavailable due to incompatible technological systems. The compatibility issues have been resolved and TLC expects to report this metric for the Preliminary Fiscal 2021 Mayor's Management Report.
- Fiscal 2020 data for 'Response to 311 Service Requests (SRs)' under Agency Customer Service was not available due to inconsistencies in the data that are currently under review. TLC expects to report on these metrics or provide new Agency Customer Service metrics in the Preliminary Fiscal 2021 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.