

FHV TRIP RECORD EXCEL SPREADSHEETS INSTRUCTIONS

This instruction manual is for FHV bases that are submitting their electronic trip records using the Excel spreadsheet provided by the TLC. You must use the spreadsheet provided to submit your trip records. The spreadsheet is designed to allow a dispatcher to record a trip as they are taking the call. You can use the spreadsheet to record, organize, and look up trips more easily than if you were to report trip records on paper. Please follow the instructions provided for you in this guide to familiarize yourself with the process for submitting your base's trip records.

Step 1: Download the main Trip Record Excel spreadsheet, at <http://www.nyc.gov/triprecords> and save it to your computer.

Step 2: Double click the main Trip Record Excel spreadsheet file that you just downloaded to open it. Your screen should now look like the image below. The Trip Record template has two parts, a header and a trip log. The header tells you what information you are supposed to enter in each column and the trip log is where you enter information about each trip that your base dispatched. You are only responsible for submitting records for trips that your base dispatched. You do not have to record trips that other bases dispatched to your affiliated vehicles or that you farm out to other bases.

	A	B	C	D	E	F	G
1	dispatching_base_number	pickup_date	pickup_time	TLC_drivers_license_number	license_plate	affiliated_base_number	pickup_location_type
2	B00000	09-30-2012	13:00:00	234567	T000000C	B77777	Exact Address
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
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14							
15							
16							

Step 3: Click on the first cell in Column A under the “dispatching_base_number” heading. Here you will enter the license number for the dispatching base. **This will always be your base.**

The screenshot shows the Microsoft Excel interface. The ribbon includes FILE, HOME, INSERT, PAGE LAYOUT, FORMULAS, DATA, REVIEW, and VIEW. The HOME ribbon is active, showing options for Clipboard (Paste, Cut, Copy, Format Painter), Font (Trebuchet MS, size 9, bold, italic, underline, text color, background color), Alignment (left, center, right, justify, wrap text, merge & center), and Number (general, currency, percentage, decimal places, thousands separator). The formula bar shows the active cell is A2 with the value B00000. The spreadsheet has columns labeled A through F: dispatching_base_number, pickup_date, pickup_time, TLC_drivers_license_number, license_plate, and affiliated_base_number. The value B00000 is entered in cell A2 and is circled in red.

	A	B	C	D	E	F
1	dispatching_base_number	pickup_date	pickup_time	TLC_drivers_license_number	license_plate	affiliated_base_number
2	B00000					
3						
4						
5						
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Step 4: Click on the first cell in Column B under the “pickup_date” heading. Here you will enter the date that the customer **entered the vehicle**. For reservations where the customer called in advance, this is the date the customer wanted to be picked up, not the date the customer called. Enter the date using the format: month number-day number-year. Example: If the pickup was requested on September 30, 2012, type 09-30-2012. An example of what this looks like is shown in the spreadsheet below. In order to allow for this date setting, select “Custom” from the drop down menu (circled below). Under Custom, click on “More Number Formats” and select “mm-dd-yyyy”.

The screenshot displays the Microsoft Excel interface. The ribbon is set to the 'HOME' tab, and the 'Number' group is active. The 'Number' dropdown menu is open, and 'Custom' is selected, highlighted with a red circle. Below the ribbon, the formula bar shows the date '9/30/2012' entered into cell B2. The spreadsheet grid shows the following data:

	A	B	C	D	E	F
1	dispatching_base_number	pickup_date	pickup_time	TLC_drivers_license_number	license_plate	affiliated_base_number
2	B00000	09-30-2012				
3						
4						
5						
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Step 5: Enter the time of the trip in Column C under the “pickup_time” heading. Here you will enter the time that the customer was picked up (entered the vehicle). Enter the time using the following format: hour:minutes:seconds in 24-hour Eastern Time. An example of what this looks like is shown in the spreadsheet below. In order to allow for this date setting, select “Custom” from the drop down menu (circled below). Under Custom, click on “More Number Formats” and select “h:mm:ss”.

The screenshot shows the Microsoft Excel interface. The ribbon is set to 'HOME'. The 'Number' group is selected, and the 'Custom' dropdown menu is circled in red. The spreadsheet shows a table with columns: dispatching_base_number, pickup_date, pickup_time, TLC_drivers_license_number, license_plate, and affiliated_base_number. The value '9:00:00' is entered in cell C2 and is also circled in red.

	A	B	C	D	E	F
1	dispatching_base_number	pickup_date	pickup_time	TLC_drivers_license_number	license_plate	affiliated_base_number
2	B00000	09-30-2012	9:00:00			
3						
4						
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NOW YOU WILL ENTER INFORMATION ABOUT THE DRIVER AND THE VEHICLE THAT YOU DISPATCHED THE TRIP TO.

*****EFFECTIVE IMMEDIATELY, YOU CAN NO LONGER USE YOUR BASE'S INTERNAL NUMBERS FOR THE DRIVERS AND VEHICLES*****

YOU MUST USE THE TLC DRIVER'S LICENSE NUMBER AND VEHICLE LICENSE PLATE NUMBERS.

Step 6: Enter the TLC driver’s license number of the driver who completed the trip in Column D under the “TLC_drivers_license_number” heading. Then, enter the vehicle license plate number in Column E under the “license_plate” heading.

Example: If the driver with the TLC License number 234567 and the vehicle with the license plate T00000C was dispatched on September 30, 2012 at 9:00AM, enter 234567 and T00000C. An example of what this looks like is shown in the spreadsheet below.

The screenshot shows the Microsoft Excel interface with the following data in the spreadsheet:

	A	B	C	D	E	F
1	dispatching_base_number	pickup_date	pickup_time	TLC_drivers_license_number	license_plate	affiliated_base_number
2	B00000	09-30-2012	9:00:00	234567	T00000C	
3						
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Step 7: Enter the license number of the base that the dispatched vehicle is affiliated to in Column F under “affiliated_base_number” heading. If the vehicle is affiliated with your base, you will enter your own base number. If the vehicle is affiliated with a different base, you will enter that base’s license number here.

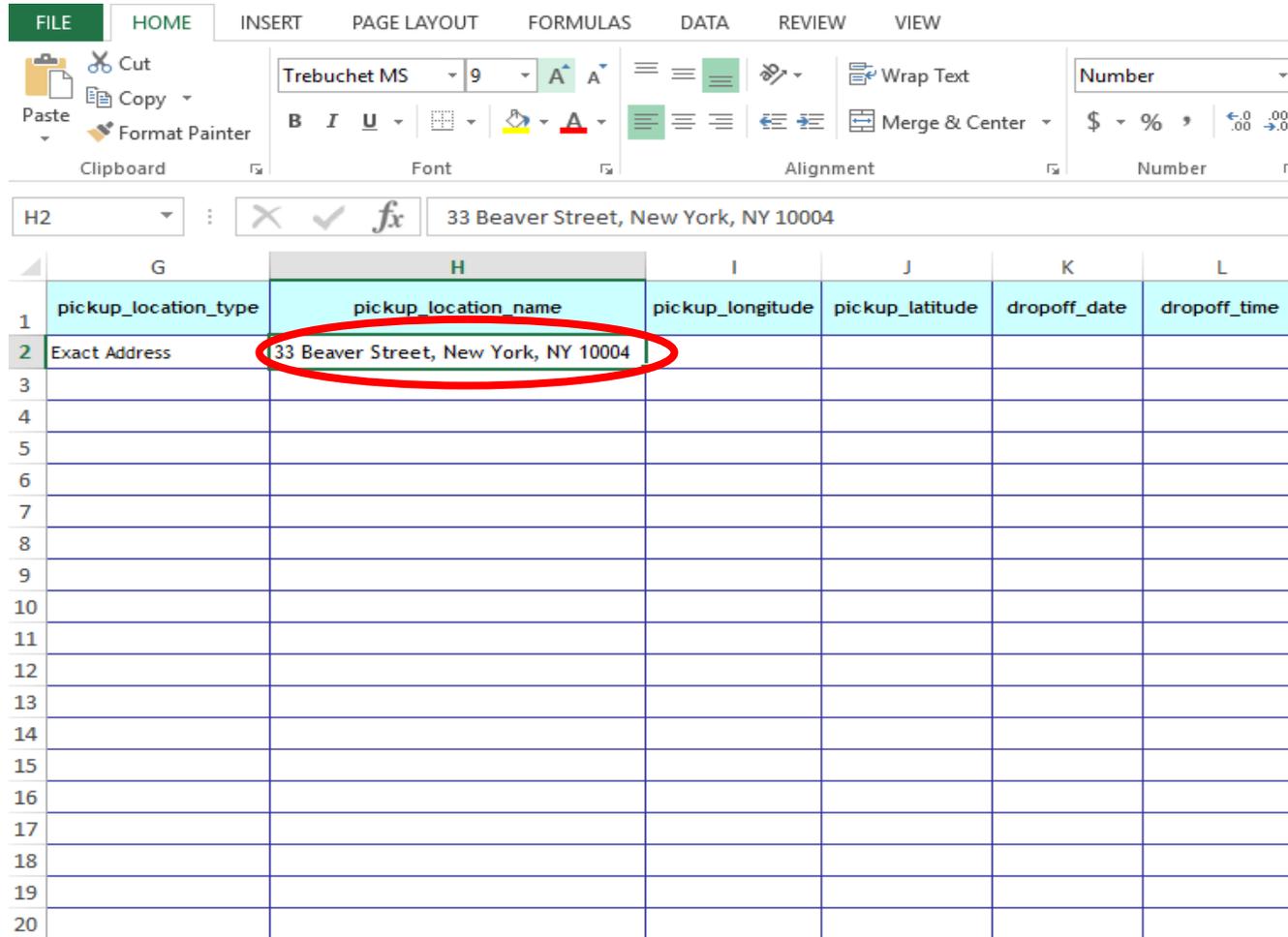
Example: If the vehicle your base dispatched was affiliated to a different base, Base B77777, enter B77777. An example of what this looks like is shown in the spreadsheet below.

The screenshot shows the Microsoft Excel interface with the 'HOME' tab selected. The ribbon includes options for Clipboard, Font, Alignment, Number, and Styles. The formula bar shows 'B77777' entered in cell F2. The spreadsheet has the following data:

	A	B	C	D	E	F	G
1	dispatching_base_number	pickup_date	pickup_time	TLC_drivers_license_number	license_plate	affiliated_base_number	pickup_location_type
2	B00000	09-30-2012	9:00:00	234567	T000000C	B77777	
3							
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Step 9: Enter the location where the passenger requested to be picked up in Column H under the “pickup_location_name” heading.

If you selected “**Exact Address**” in Column G, enter the exact address of the passenger pick-up request in Column H. Please do **NOT** include any of the following: name/phone of passenger, apartment numbers, or floor numbers. If you selected “**Intersection Of**” in Column G, enter the cross streets of the passenger pick-up request in Column H. An example of this format is “33rd Street and 7th Ave, Manhattan.” If you selected “**Airport**” in Column G, enter the abbreviated airport name of the passenger pick-up request in Column H. For John F. Kennedy Airport use “JFK” and for LaGuardia Airport use “LGA”. An example of what the Exact Address format looks like is shown in the spreadsheet below.



Step 10: You may provide the latitude and longitude of the pickup location INSTEAD OF or IN ADDITION TO the pickup street address, intersection or airport. If you wish to include it, enter longitude and latitude where the passenger was picked up in Columns I and J under the “pickup_longitude” and “pickup_latitude” headings. Longitude and latitude may be entered for the exact pickup location, the intersection, or the airport. If you have already entered a pickup location in column H, this is not required.

An example of what this looks like is shown in the spreadsheet below.

The screenshot shows the Microsoft Excel interface with the ribbon set to 'HOME'. The spreadsheet has columns labeled I through P. The first row (row 1) contains the following headers: pickup_longitude, pickup_latitude, dropoff_date, dropoff_time, dropoff_location_type, dropoff_location_name, dropoff_longitude, and dropoff_latitude. The second row (row 2) contains the values -73.98508 and 40.761257 in columns I and J respectively. These two values are circled in red. The formula bar at the top shows the value -73.98508.

	I	J	K	L	M	N	O	P
1	pickup_longitude	pickup_latitude	dropoff_date	dropoff_time	dropoff_location_type	dropoff_location_name	dropoff_longitude	dropoff_latitude
2	-73.98508	40.761257						
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Step 11: THIS STEP IS NOW REQUIRED, YOU HAVE TO SUBMIT DROP-OFF INFORMATION. You must now submit drop-off information for EVERY trip. You must do so in Columns K, L, M, N, O, and P under the respective headings “dropoff_date”, “dropoff_time”, “dropoff_location_type”, “dropoff_location_name”, “dropoff_longitude”, and “dropoff_latitude”. You should enter the information in the same way you entered pick-up information in Steps 8, 9, and 10. An example is shown in the spreadsheet below.

You may provide the latitude and longitude of the drop off location INSTEAD OF or IN ADDITION TO the drop off street address, intersection or airport. If you wish to include it, enter longitude and latitude where the passenger requested to be dropped off in Columns O and P under the “dropoff_longitude” and “dropoff_latitude” headings. Longitude and latitude may be entered for the exact drop-off location, the intersection, or the airport. If you have already entered a drop off location in column N, this is not required.

	K	L	M	N	O	P
	dropoff_date	dropoff_time	dropoff_location_type	dropoff_location_name	dropoff_longitude	dropoff_latitude
1						
2	09-30-2012	10:00:00	Intersection of	Street, Manhattan	-73.7803278	40.6413111
3						
4						
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Step 12: NEW STEP- CONGESTION ZONE FLAG. (THIS STEP IS OPTIONAL. YOUR BASE IS NOT REQUIRED TO SUBMIT THIS DATA) Did the trip start, end, or travel through the area of Manhattan south of 96th Street? Mark “Y” for yes or “N” for no.

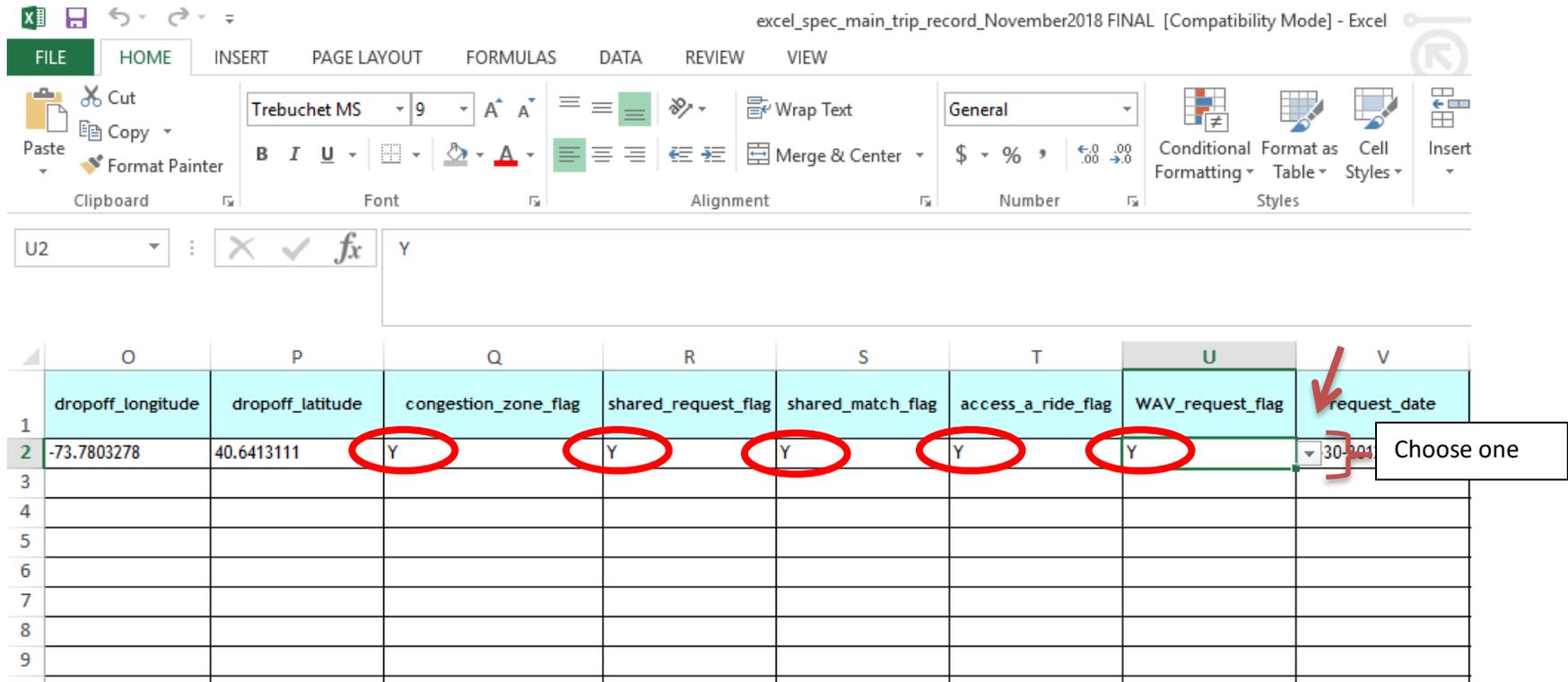
Step 13: NEW STEP- SHARED REQUEST FLAG. Did the passenger agree to a shared/pooled ride, regardless of whether they were matched? Mark “Y” for yes or “N” for no.

Step 14: NEW STEP- SHARED MATCH FLAG. Did the passenger share the vehicle with another passenger who booked separately at any point during the trip? Mark “Y” for yes or “N” for no.

Step 15: NEW STEP- ACCESS A RIDE FLAG. (THIS STEP IS OPTIONAL. YOUR BASE IS NOT REQUIRED TO SUBMIT THIS DATA) Was the trip administered on behalf of the Metropolitan Transportation Authority (MTA)? Mark “Y” for yes or “N” for no.

Step 16: NEW STEP- WAV REQUEST FLAG. This field is for bases WORKING WITH ACCESSIBLE VEHICLE DISPATCHERS AS PART OF THE FHV ACCESSIBILITY EXCEPTION ONLY. If your base is not opting into the exception, you can leave this field BLANK.

Did the passenger requests a wheelchair accessible vehicle for this trip? Mark “Y” if they did, and if **your base dispatched that trip**. For trips that were sent to Accessible Vehicle Dispatchers as part of the FHV Accessibility Exception, the Accessible Vehicle Dispatcher will submit the trip record for that trip. Please see screenshot below for an example of Steps 12, 13, 14, 15, and 16:



Step 17: NEW STEP- REQUEST DATE. This field is for bases WORKING WITH ACCESSIBLE VEHICLE DISPATCHERS AS PART OF THE FHV ACCESSIBILITY EXCEPTION ONLY. If your base is not opting into the exception, you can leave this field BLANK.

This field is for ALL TRIPS, not wheelchair accessible trips. Bases participating in the Exception can send all of their requests for wheelchair accessible trips to the Accessible Vehicle Dispatchers that they are partnering with. All other trips should be recorded here.

Enter the date when the passenger requested to be picked up. If the passenger requested to be picked up immediately, use the date when they called. The date should be formatted as follows: MM-DD-YYYY. In order to allow for this date setting, select “Custom” from the drop down menu (circled below). Under Custom, click on “More Number Formats” and select “mm-dd-yyyy”.

Step 18: NEW STEP- REQUEST TIME. This field is for bases WORKING WITH ACCESSIBLE VEHICLE DISPATCHERS AS PART OF THE FHV ACCESSIBILITY EXCEPTION ONLY. If your base is not opting into the exception, you can leave this field BLANK.

This field is for ALL TRIPS, not wheelchair accessible trips. Bases participating in the Exception can send all of their requests for wheelchair accessible trips to the Accessible Vehicle Dispatchers that they are partnering with. All other trips should be recorded here.

Enter the time when the passenger requested to be picked up, in 24-hour Eastern Daylight time. This is the time of the scheduled reservation. If the customer requested a car immediately, this is the time of the phone call. In order to allow for this date setting, select “Custom” from the drop down menu (circled below). Under Custom, click on “More Number Formats” and select “h:mm:ss”. Please see screenshot below for an example of Steps 17 and 18:

excel_spec_main_trip_record_November2018 FINAL [Compatibility Mode] - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

Clipboard: Paste, Cut, Copy, Format Painter

Font: Trebuchet MS, 9, Bold, Italic, Underline, Color, Background Color

Alignment: Wrap Text, Merge & Center, Text Alignment, Orientation

Number: Custom (circled in red)

Styles: Conditional Formatting, Format as Table, Cell Styles, Insert

Formula Bar: V2, 9/30/2012

	P	Q	R	S	T	U	V	W
	dropoff_latitude	congestion_zone_flag	shared_request_flag	shared_match_flag	access_a_ride_flag	WAV_request_flag	request_date	request_time
1								
2	40.6413111	Y	Y	Y	Y	Y	09-30-2012 (circled in red)	8:50:00 (circled in red)
3								
4								
5								
6								
7								
8								

Step 19: NEW STEP- ORIGINATING BASE NUMBER. This field is for ACCESSIBLE VEHICLE DISPATCHERS ONLY. Accessible Vehicle Dispatchers are required to submit their Trip Records in CSV Format. If your base is a TLC-Approved Accessible Vehicle Dispatcher, please visit the CSV Instruction Guide for further information.

Step 20: NEW STEP- ON SCENE DATE. This field is for ACCESSIBLE VEHICLE DISPATCHERS ONLY. Accessible Vehicle Dispatchers are required to submit their Trip Records in CSV Format. If your base is a TLC-Approved Accessible Vehicle Dispatcher, please visit the CSV Instruction Guide for further information.

Step 21: NEW STEP- ON SCENE TIME. This field is for ACCESSIBLE VEHICLE DISPATCHERS ONLY. Accessible Vehicle Dispatchers are required to submit their Trip Records in CSV Format. If your base is a TLC-Approved Accessible Vehicle Dispatcher, please visit the CSV Instruction Guide for further information.

Repeat Steps 3 through 18 for every trip that your base serviced. Each trip should go on its own row. For example, the first trip will go in row 2, the second trip in row 3, and so on.

MAKE SURE YOU HAVE INCLUDED EVERY TRIP IN THE MAIN TRIP RECORD SPREADSHEET.

YOU HAVE REACHED THE END OF THE EXCEL INSTRUCTION GUIDE.

DOUBLE CHECK THAT YOU HAVE ENTERED ALL REQUIRED INFORMATION.