

New York City Taxi and Limousine Commission 2015 Annual Report



Welcome

Dear New Yorkers:

Welcome to the New York City Taxi and Limousine Commission's (TLC) 2015 Annual Report. The TLC is a Charter-mandated City agency responsible for ensuring the safety of taxi and for-hire transportation through the regulation of nearly 150,000 licensed drivers and nearly 90,000 vehicles. Building on the accomplishments of previous years, the TLC continued to provide high-quality core services to the public and its licensees.

This year, the TLC has continued its work to enhance transportation options for all New Yorkers and visitors, including persons with disabilities who use wheelchairs, or who are visually or hearing impaired.

As one of three lead agencies (alongside the NYC Department of Transportation (DOT) and the Police Department (NYPD)) charged with bringing Mayor de Blasio's Vision Zero Action Plan to fruition, we are pleased to report that we have made tremendous progress in meeting the program's stated goals; progress that contributed to making 2015 the safest year ever on our streets. The TLC joined Mayor de Blasio in announcing this milestone on January 19, 2016 alongside our partners at DOT, NYPD, the Department of Citywide Administrative Services (DCAS), and with members of the safety advocacy community. This is discussed in more detail later in this report

Another aspect of the TLC's Vision Zero Action Plan was to recognize the safest taxi and for-hire vehicle drivers on the road by continuing our Vision Zero Driver Safety Honor Roll. This year's Honor Roll lauded 256 drivers who met the program's highly-selective criteria, and we look forward to honoring more in 2016.

Maintaining its emphasis on safety, the TLC established a dedicated squad of enforcement officers who are trained to issue appropriate violations to TLC licensees for speeding while driving in a TLC-licensed vehicle. These officers are equipped and highly-trained in the use of LIDAR (Light Detection and Ranging), the technological gold standard of radar detection.

From electronic hailing in yellow taxis to smartphone dispatch apps in For-Hire Vehicles (FHVs), we continued to see more app-based transportation providers interested in participating in the New York City market. We enthusiastically welcome app developers and companies that seek to enhance and expand service options available to the riding public. To ensure the necessary consumer protections that allow passengers to make informed decisions about these services, like price transparency, service providers must operate within the TLC's regulatory process.

As the number of driver license applications received and processed by the TLC continues to grow, we've greatly improved efficiency in our licensing process with the opening of our new licensing facility in the historic Falchi Building in Long Island City, Queens. As the TLC committed to do, we have continued to broaden the scope of transactions that are processed online through the License Application Renewal and Summons web program (LARS). We will further increase efficiencies by moving to on-line only driver license renewals and text message updates on application status.

Thank you for your interest in the TLC.

Sincerely,

Meera Joshi
Commissioner/Chair

Charter Mandate

The New York City Taxi and Limousine Commission (TLC) was created by Local Law No. 12 of 1971, and is charged with “furthering the development and improvement of taxi and livery service in New York City, establishing an overall public transportation policy governing taxi, coach and car services and wheelchair-accessible vans, and to establish certain rates and standards.”

TLC Mission Statement

The mission of the Taxi and Limousine Commission is to ensure that New Yorkers and visitors to the City have access to taxicabs, car services, and commuter van services that are safe, efficient, sufficiently plentiful, and provide a good passenger experience. We understand that private transportation services are an essential component of the City's transit network, alongside publicly operated mass transit. We believe both in the power of market forces to ensure that supply meets demand, and in the need for intelligent regulation to set the rules of competition, ensure safety, provide transparency to market participants, and reduce unwanted externalities such as pollution. Our fundamental principles include:

1. Our people are the key to our success. In recruiting new colleagues, we look for highly capable people with whom we enjoy working and who we believe will share our commitment to the TLC and its mission.
2. Our customers include participants in the industries we regulate, passengers transported by those industries, and businesses throughout the city whose success depends on the smooth functioning of a robust transit system. We are committed to providing excellent customer service, meaning courteous treatment, prompt responses to inquiries and requests, and evenhanded enforcement of our rules. We are committed also to making policy decisions based solely on what is best for the public we serve.
3. We operate with the highest level of integrity and honesty. We will be forthright with those we regulate, with the public, and with our partners in government and in the private sector, and we will expect the same in return. We are mindful that our success ultimately depends upon maintaining the confidence of each of these constituents.
4. We pursue long-term goals. We will always value genuine and permanent gains in our ability to accomplish our mission over immediate cost-savings or public-relations benefits.
5. We strive continually to improve our operations and our policies. We innovate, knowing that some innovations will fail. We encourage an environment that fosters open debate, values contrary opinions and tolerates honest mistakes. We understand and value the importance of technology and are constantly looking for ways to utilize technology to make our operations more efficient and productive.
6. We must continually remind ourselves of our limitations and dedicate ourselves to the avoidance of hubris. We will use all information available to us and will conscientiously seek to apply our values to the facts as we know them, but we are always cognizant of the possibility of error. We are ready to recognize, correct and learn from our mistakes.
7. Our mission places large demands on each of us. From time to time we will face criticism from our customers and from the public at large, and sometimes we will become frustrated. Nonetheless, we work with passion, commitment and enthusiasm, we keep the office atmosphere friendly and professional, and we try to have fun in our jobs as much as possible.

Commission Board Structure

The Board of the Taxi and Limousine Commission is comprised of nine (9) members, eight (8) of whom are unsalaried. The salaried Chair presides over the Board and acts as head of the agency, which carries out the Commission's day-to-day licensing, regulatory and enforcement functions, as well as functions associated with the adjudication of licensee rule violations. Members of the Commission are appointed by the Mayor of the City of New York, with the advice and consent of the City Council, each to serve a seven-year term. One representative of each of the city's five boroughs is recommended for appointment by a majority vote of each borough's respective City Council delegation. As of December 31, 2015, there was one vacant position on the Commission.

Meera Joshi

Commissioner and Chair Meera Joshi was appointed by Mayor Bill de Blasio and confirmed by the New York City Council in April 2014. Prior to becoming Commissioner/Chair, Meera Joshi served the agency as its Deputy Commissioner of Legal Affairs and General Counsel.

Bill Aguado

Bill Aguado was appointed to the Bronx seat of the TLC Board of Commissioners in May 2015. A leading cultural and community activist in the Bronx, Commissioner Aguado retired in 2011 as Executive Director of the Bronx Council on the Arts (BCA), and since then he is still called upon to lend his expertise on behalf of emerging artists, community cultural groups and community-based organizations.

Elias Arout

Commissioner Elias Arout has served on the TLC since 1988. Commissioner Arout is a past commander of the American Legion of Richmond County and a former commander of the Legion's Five Star Post. A retired City Housing Authority officer, he was a founder and past president of the board of directors of Project Hospitality.

Frank Carone

Appointed by Mayor Bloomberg on the recommendation of the Brooklyn delegation of the New York City Council in March 2011, Commissioner Carone is a Partner at the law firm of Abrams Fensterman.

Edward Gonzales

Appointed in September 2005 by Mayor Michael R. Bloomberg, Commissioner Edward Gonzales is a mortgage specialist with Citigroup.

Jacques Jiha

Commissioner Jiha was confirmed by the New York City Council in August 2014. He also serves as Commissioner of the New York City Department of Finance. Prior to becoming Finance Commissioner, Mr. Jiha was the Executive Vice President/ Chief Operating Officer and Chief Financial Officer of Earl G. Graves, Ltd., a multi-media company with properties in print, digital media, television, events and the internet.

Nora Constance Marino

Appointed by the Mayor on the recommendation of the Queens delegation to the New York City Council in 2011, Commissioner Marino is a former JAG Officer in the United States Army Reserve and maintains her own law practice.

Lauvienska Polanco

Lauvienska Polanco was appointed to the Manhattan seat of the TLC Board of Commissioners in 2007. Commissioner Polanco serves as Principal Law Clerk at the Bronx Supreme Court.

Commission Meetings

The TLC holds regularly scheduled public meetings where regulatory actions are discussed, public testimony is heard and action is taken by the Commission, base station license applications are approved, and agency staff delivers presentations on new and proposed policies, legislation, pilot programs and regulatory modifications. As a result of TLC rulemaking in 2015, 16 new rules have been promulgated and gone into effect. (*See chart below.*)

2015 Rulemaking Actions

Commission Vote	Subject	Status
January 29, 2015	E-hail Rules	Effective March 12, 2015
	Driver Education Rule Amendments	Effective March 20, 2015
	Owner Must Drive Rule Amendments	Effective March 13, 2015
March 19, 2015	Driver Protection and Hearing Loop Sticker Rules	Effective April 29, 2015
	FHV Dispatch Rule Amendments	Effective April 27, 2015
	SHL Roof Light Rule Amendments	Effective April 27, 2015
	Accessible NV200 Waiver Rules	Effective April 27, 2015
April 23, 2015	Taxicab Driver and Owner Reform Rules	Effective May 30, 2015
June 22, 2015	SHL Renewal Fee Rules	Effective July 29, 2015
	FHV App Rules	Effective July 29, 2015
	Taxi Agent Reform Rules	Effective July 29, 2015
July 16, 2015	Commuter Van Decal Rules	Effective August 22, 2015
September 17, 2015	Fare and Lease Cap Rule Amendments	Effective October 25, 2015
	Driver Retaliation Prohibition Rules	Effective October 24, 2015
October 15, 2015	Taxi Improvement Fund Payment Rules	Effective November 15, 2015
December 3, 2015	SHL Permit Transfer Rules	Effective January 9, 2016

Some Regulatory Highlights

Enhanced For-Hire Vehicle (FHV) Base and Dispatch Provider Rules

With the continued growth of FHV bases that offer passengers a way to book FHV service using smartphone apps, the TLC needed to ensure that passengers still received important trip information, including the rate, vehicle and driver name. The TLC passed rules on March 19, 2015, requiring that bases provide this important information to passengers, regardless of how a passenger books a trip. To increase transparency and reduce “sticker shock,” all bases must now provide a total fare estimate any time a price multiplier (commonly known as “surge pricing”) is in effect. Along with pricing transparency, the rules require all bases that collect passenger credit card information to file data privacy and security policies with the TLC. Additionally, in order to encourage innovation and allow new technology companies to enter the for-hire industry, the TLC created a new Dispatch Service Provider license, which allows companies to dispatch vehicles on behalf of partner bases without having to obtain a base license themselves. Licensing these Dispatch Service Providers allows companies to more easily take advantage of technological advances to offer for-hire services in New York City, while at the same time ensuring that all players are adhering to important safety, transparency, accountability, and availability principles.

Accessibility

Ensuring that for-hire service is accessible to all New Yorkers continues to be an important goal of the TLC. In 2015, the TLC began implementing rules, passed in 2014, that will result in a 50% accessible taxicab fleet by

2020. These wheelchair-accessible vehicles are known as WAVs. To assist taxicab and Street Hail Livery (SHL), also known as green cabs, owners and operators with the costs to convert and operate a more accessible fleet, the TLC began collecting a \$0.30 per ride Improvement Surcharge on all taxicab and SHL trips. A portion of this \$0.30 surcharge will be reserved for drivers to help compensate for costs associated with accessibility, such as additional training. The remainder of the funds will be used to help Taxicab medallion owners and SHL permit owners purchase accessible vehicles and help cover increased maintenance costs. The TLC also adopted rules that address the process and requirements for distribution of payments to Taxicab medallion owners, and to drivers of accessible Taxicabs. The conversion to a more accessible fleet begins in 2016.

Starting January 1, 2016, each mini-fleet medallion owner will be permitted to place only accessible taxicabs into service until at least 50% of its fleet is accessible. Independent medallion owners selected in the accessibility drawings, held throughout the second half of 2015, must place an accessible taxicab into service when their current vehicles retire. Each medallion's accessibility requirement will alternate during each subsequent retirement cycle. A total of 5,299 Independent medallions were included in these drawings, and 2,650 were selected to put into service a wheelchair accessible vehicle (WAV) upon retirement. Drivers will also benefit from this program, receiving a \$0.50 per trip financial incentive for each trip performed in a WAV. Payments are scheduled to begin during the first quarter of 2016.

Driver and Vehicle Owner Rule Revisions

During the first quarter of 2015, TLC conducted a comprehensive review of all rules regulating TLC-licensed drivers and vehicle owners. As part of this review, TLC staff identified rules that could be updated to reduce regulatory burdens without compromising safety and consumer protections. The rule changes revised licensing provisions to allow those drivers who were previously licensed by TLC and who have safe driving records to more quickly obtain a TLC license. Additionally, the rule changes provided licensees additional time to complete the biennial renewal process and avoid the potential loss of their license. The rule revisions positively impacted the industry by making it easier to own and operate TLC-licensed vehicles in New York City. The TLC anticipates several more regulatory changes in 2016 that will reduce unnecessary regulatory burdens on TLC licensees.

Enhanced Education Requirements

TLC has long required that applicants for a taxi driver's license complete "taxi school," which instructs and tests applicants on TLC rules, geography, safety, vehicle technology, and customer service. Additionally, applicants for a taxi driver's license must complete wheelchair passenger assistance training. On January 29, 2015, TLC adopted rules that expand and enhance these training requirements. Specifically, the rules require, among other things, that: (1) in addition to applicants for a taxi license, drivers seeking an FHV driver license must also take a training course and pass an exam on course contents in order to obtain a license, and existing FHV drivers will either need to also take the course, or, if they have held the license prior to March 2015, they will need to take the course in order to renew their license; and (2) all FHV drivers, in addition to all taxi drivers, complete wheelchair passenger assistance training.

By The Numbers Calendar Year 2015	
Active Licenses	239,086
<i>(as of December 31, 2015)</i>	
Drivers	
Medallion Drivers	55,390
For-Hire Vehicle Drivers	90,284
Paratransit Drivers	2,206
Commuter Van Drivers	288
Total Driver Licenses	148,168
Vehicles	
Street Hail Service	
Medallion Taxis	13,587
Standby Vehicles	112
Street Hail Liveries (SHLs)	7,676
Prearranged Service	
For-Hire Vehicles (non-SHL)	66,604
Black Car	38,791
Livery	21,932
Luxury Limousine	5,881
Paratransit Vehicles (non-SHL)	1,123
Commuter Vans	584
Total Vehicle Licenses	89,686
Bases	
Black Car Bases	237
Community Car Services	494
Luxury Limousine Bases	184
Commuter Van Authorizations	52
Paratransit Bases	125
Total Base Licenses	1,092
Businesses	
Taxicab Brokers	24
Medallion Agents	67
Taxicab Meter Shops	36
Taxicab Meter Manufacturers	3
TPEP Providers	2
LPEP Providers	2
E-Hail Providers	6
Dispatch Service Providers	0
Total Business Licenses	140

Scope of Regulated Industries

The Taxi & Limousine Commission is responsible for the licensing and regulation of for-hire transportation in New York City. The TLC regulates a variety of industry types that each include drivers, vehicles, businesses and other related entities.

There are 13,587 medallion taxicabs currently authorized to accept hails from passengers within the five boroughs of the City of New York. Approximately 76,000 other vehicles serve the public through pre-arrangement and radio dispatch. These for-hire vehicles (FHVs) include community car service (or livery) vehicles, black cars, and luxury limousines with a seating capacity of up to 20 passengers. 2015 was the third year TLC issued the Street Hail Livery (SHL) permit, which allows green cabs to legally provide street hail service in areas traditionally underserved by yellow taxis. TLC also licenses and regulates paratransit vehicles (ambulettes) and commuter vans that are authorized to transport passengers within specific geographic zones via pre-arrangement. TLC-licensed vehicles are an essential part of the comprehensive transportation network of New York City. It is estimated that these vehicles transport over one million passengers each day. In addition, the TLC licenses and regulates the businesses that manufacture, install and repair the meters used in New York City taxicabs, brokers who assist buyers and sellers of taxicab medallions, and agents that operate taxicab medallions on behalf of owners. TLC also regulates vendors that have been approved to provide the TPEP and LPEP technology systems found in yellow taxis and green taxis.

The TLC oversees the sale of medallions through a transfer of ownership. During 2015, the TLC oversaw the transfer of 125 medallions. In 2015, 449 Street Hail Livery permits were transferred.

Projects, Initiatives and Events

Vision Zero

In February 2014, Mayor de Blasio released the Vision Zero Action Plan, which identified TLC, DOT, and the NYPD as the three lead agencies in a citywide effort to end traffic-related deaths in New York City by 2024. The nearly 150,000 drivers TLC licenses represent a highly visible part of the city's traffic and help set the tone for driving in the city. TLC's approach to the Vision Zero goal includes initiatives ranging from education and outreach, to legislation and enforcement. TLC Vision Zero initiatives in 2015 are detailed below.

Outreach. Taxi fleets, car service bases, and industry associations across the city have welcomed TLC into their establishments to discuss Vision Zero and traffic safety strategies. TLC staff provide background on the goals of Vision Zero, information on new kinds of street designs, and safe driving tips to guide this discussion. At the end of the session, drivers sign the TLC Safe Driver Pledge. TLC staff held 279 Vision Zero meetings with drivers in total since the program began, with 249 of these in 2015. In that time, staff collected 1,506 Safe Driver Pledges. The majority of these presentations (87%) are to livery and black car drivers located in Queens and Brooklyn. Many of these meetings are conducted in both English and Spanish, ensuring the Vision Zero message reaches even more drivers.

Drive Like Your Family Lives Here. TLC worked with Families for Safe Streets, Transportation Alternatives, and the DOT to tell the stories of five families whose lives have been devastated by traffic crashes. The film offers a frank and moving glimpse through the eyes of members of five featured families who have lost loved ones to traffic-related tragedies in recent years. These five families were among those attending the launch event for the film on March 30.

The film has been integrated into driver training programs required by TLC for all prospective taxi drivers, and will soon be integrated into the new training course for prospective for-hire vehicle drivers. The MTA, DCAS and the NYPD use the film in their driving and enforcement training programs, and DOT includes the film in its safety curriculum for 11th and 12th grade students in New York City high schools. The film is now available in a 5-minute format and with Spanish subtitles on TLC's YouTube page, expanding its reach to more viewers.

Education. In 2015, TLC introduced two new educational initiatives to increase safe driving among TLC-licensed drivers. In September, TLC launched a behind-the-wheel training course, an initiative proposed in the Vision Zero Action Plan. TLC now offers this hands-on course to certain drivers to improve their driving skills and avoid the risk of losing their license. Participating drivers must pass an assessment by a professional driving instructor in order to be allowed to continue driving TLC-licensed vehicles. TLC is also exploring other special driver training opportunities, such as simulator training, to make hands-on training available to more drivers.

As noted, the City's yellow medallion drivers have long attended "taxi schools," which provide required coursework and safety instruction prior to a pre-licensure exam. In December, TLC expanded this requirement to include all new for-hire vehicle drivers, including over 15,000 drivers who became licensed since March 20, 2015. This course will provide more professional drivers with safe driving instruction than ever before.

Second Annual TLC Safety Honor Roll. The 2015 TLC Safety Honor Roll was the second annual event recognizing TLC-licensed drivers who have outstanding records of safe driving over many years and millions of miles behind the wheel. The TLC has high standards for its nearly 150,000 licensed drivers, and on a mile-per-mile basis TLC-licensed drivers are some of the safest drivers on New York City streets. The 256 drivers on the 2015 TLC Safety Honor Roll represent a truly elite group.

This year, the TLC expanded the Safety Honor Roll to honor taxi fleets, for-hire vehicle bases, and commuter van companies with superior safety records. This year's slate of honorees are leading the way in TLC-regulated

industries, improving service to the riding public and making our streets safer places to live and work. Officials honored this elite group of drivers and businesses at a ceremony with their families on September 10, 2015.

Facts about 2015 Safety Honor Roll Drivers

TLC Safety Honor Roll drivers have had no crashes involving fatality or injury, no traffic violations, and no violations of TLC safety-related rules for five or more years as TLC-licensed drivers.

- 256 drivers are on the 2015 TLC Safety Honor Roll
- 106 drive yellow taxis
- 147 drive black cars or livery cars
- 7 drive commuter vans
- 30 drive Boro Taxis
- The average honor roll driver has held a TLC license for 14 years
- 179 drivers made the TLC Safety Honor Roll for the first time in 2015

Facts about 2015 Safety Honor Roll Fleets, Bases & Van Authorities

TLC Safety Honor Roll companies have the lowest shares of vehicles involved in serious collisions (i.e., collisions with an injury) in their categories in 2015.

- The honorees include five yellow taxi fleets, 15 for-hire vehicle bases (five small, five medium, and five large), and three commuter van companies.
- These companies have been in business for an average of 12 years.
- 11 of these companies provide street hail service, including both yellow taxis and Boro taxis.
- Each type of for-hire vehicle base is represented: five black car, eight livery, and two luxury limousine.

Enforcement. One approach TLC has taken to deter dangerous driving behavior is improved traffic safety enforcement, focusing on the areas of the City with the most collisions involving TLC-licensed vehicles. TLC's enforcement officers, including a dedicated safety enforcement squad equipped with LIDAR speed detection guns, focused on high-priority traffic safety violations, such as speeding, distracted driving, and failure to yield to pedestrians, among TLC-licensed vehicles. In 2015, TLC officers have issued 106% more traffic safety summonses, including 283% more speeding summonses, compared to the same period in 2014. Stronger enforcement saves lives, reduces injuries and collisions, and increases safety for everyone on the street.

Vehicle Safety Technology Pilot

As part of the Vision Zero Action Plan, TLC committed to test vehicle safety technologies, such as electronic data recorders (sometimes called "black boxes"), driver-alerting systems, and speed governors, in TLC-licensed vehicles. The Vehicle Safety Technology Pilot, under which TLC will test these technologies, was approved by the TLC Board of Commissioners in June 2014 and officially commenced in April 2015 when the first technology company was approved to participate. During the Pilot, TLC will evaluate how these technologies affect collision rates, driving behaviors (speeding, aggressive driving, hard braking, etc.), licensees' expenses, and the in-vehicle experience of drivers and passengers.

Currently there are five technology companies participating in the Pilot, which have installed safety systems into 47 TLC-licensed vehicles, including yellow medallion taxis, Boro (green) Taxis, and for-hire vehicles (liveries and black cars). No limit has been set on the number of possible providers or technology solutions that may be tested in TLC vehicles; however, applicants must be able to demonstrate a working system that may improve driver safety and must recruit TLC-licensed owners and drivers to participate using their solution. All five companies use one of two types of driver alerts to try to improve driver safety: 1) alerts designed to give

the driver enough time to react and avoid or mitigate a collision; or 2) alerts to combat driver inattention and fatigue with the goal of discouraging drivers from repeating erratic and dangerous driver behaviors. At the end of the yearlong Pilot, TLC will use its findings to inform any regulation that is adopted surrounding the use of these innovative technologies.

Street Hail Liveries

In August 2014, TLC began the second issuance of SHL permits. To help ensure that our licensees and the public were educated about this new form of service, the External Affairs Division (EA) hosted Information sessions in preparation for the second issuance. In August 2015, the TLC issued its second HAIL Market Analysis, the prerequisite for a third permit issuance. As of January 2016, TLC has issued 2,117 of the second issuance permits, and there were approximately 6,400 SHLs in operation, each providing approximately 11 street hail trips per day. As of December 31, 2015, SHLs provided over 34,600,000 legal street hail trips to the riding public of New York City. Of the total 8,117 SHL permits issued, 1,928, or 24 percent, have been issued for exclusive use with wheelchair accessible vehicles. Wheelchair accessible permit holders are eligible to apply for a grant of up to \$15,000 to help with the additional costs of purchasing a wheelchair accessible vehicle. So far, over 1,100 grants have been awarded with several grant applications under review.

Taxi of Tomorrow Project

The first Taxi of Tomorrow (the Nissan NV200 Taxi) began providing service on October 28, 2013. At the end of 2014 there were 560 Nissan NV200 Taxis providing service. Since September 1, 2015, Taxicab medallion owners may purchase only the Nissan NV200 Taxi, or a TLC-approved Wheelchair-Accessible Vehicle or Hybrid Vehicle, replacing TLC's previous list of approved taxicabs.

Taxicab & Street Hail Livery Passenger Enhancement Programs (TPEP & LPEP)

Credit card usage. Both T/LPEP providers began rolling out PIN-and-chip enabled credit card readers to support industry requirements and better prevent credit card fraud.

Improvement Surcharge. On April 30, 2014, the Commission adopted rules requiring a \$0.30 per ride surcharge on all hail trips to be collected beginning January 1, 2015. TLC worked with T/LPEP Providers to update all T/LPEP systems and implement the surcharge collection starting at the beginning of 2015, and to provide quarterly reporting to medallion and SHL permit owners as to the amount of the surcharge to be collected and remitted to the TLC. The funds will be used to increase the number of wheelchair accessible taxis and SHLs on the road in New York City and offset operating costs for drivers operating these wheelchair accessible vehicles.

Public Notifications. TLC continued to provide notifications about areas in need of taxicab service for key locations such as JFK Airport, the Brooklyn Cruise Terminal, and the Barclays Center. The TLC also provided notifications about road closures due to traffic and weather emergencies and special events, and coordinated with other organizations and agencies to disseminate relevant information about important programs such as AMBER, SILVER and other urgent alerts about missing persons. As part of the Mayor's Vision Zero Action Plan, the TLC continued to produce and air street safety PSAs on Taxi TV and used Driver Information Monitors to send frequent safety reminders to taxi and SHL drivers.

Alternative Technology Pilot Program. On October 15, 2015, the Commission approved a pilot program to experiment with new technologies in taxis to potentially replace the existing TPEP equipment and/or taximeter with innovative solutions to modernize the taxi fleet in New York City. TLC began accepting proposals on December 14, 2015. TLC staff are currently reviewing applications in conjunction with the New York State

Department of Agriculture and Markets Bureau of Weights and Measures, and the Mayor's Office for People with Disabilities. The pilot will commence once the first applicant is approved.

E-Hail Program

In 2012, the Commission approved a pilot program for smartphone applications that allows passengers to “E-Hail” a yellow taxi, which officially launched in 2013. Due to the program's success in providing additional ways for passengers to request taxi rides, the TLC adopted permanent rules for licensing E-Hail apps on January 29, 2015. The rules extended the scope of E-Hail service to include green taxis, which can also be hailed by hand or by app.

In 2015, TLC worked with the E-Hail pilot participants to convert their pilot authorizations to E-Hail licenses. As of December 2015 there were six approved E-Hail app providers, three of which are currently operational in New York City. Two of those E-Hail apps provide the option to pay for the taxi's fare using the app (E-Payment). An increasing number of taxi and SHL rides originated via E-Hail, with 7,359 taxi and 12,328 SHL trips originating via E-Hail in October 2015.

Electronic Summoning and Administration Program

The Electronic Summoning and Administration Program (ESAP) – now in its fourth year – continued its growth in both function and users. Highlights from 2015 include:

- In April 2015, prosecuting attorneys instead of inspectors began representing TLC in hearings at the OATH tribunal. This change allowed inspectors to remain in the field and only attend hearings when ordered to do so by a hearing officer. The vast majority of the summonses are now settled by the prosecutors, and inspectors are rarely ordered to appear for hearings. To implement this new system, ESAP's functionality was expanded to include prosecuting attorneys and notify inspectors when they must appear at a hearing. Prosecutors have access to ESAP from secure WiFi-enabled tablets that allow them to move from case to case more efficiently.
- ESAP now has the functionality to issue, track and manage Licensing-initiated directives. Where compliance is not forthcoming, ESAP also generates the summons packets in a fully-automated manner, thereby avoiding what used to be a manually-intensive, time-consuming, collating task.
- TLC Inspectors use wireless ESAP handhelds to look up licensee information during traffic stops. The handhelds were transferred to a faster wireless network with better coverage. As a result, TLC inspectors are now able to remotely retrieve licensee information more quickly and reliably than ever before.

TLC Data

In 2015 the TLC once again made significant contributions to New York City's OpenData Mine by allowing users to identify the license status of For-Hire drivers and vehicles. The TLC, in partnership with the New York City Department of Information Technology and Telecommunications, has made millions of trip records from both taxis and SHLs accessible to the public online for the first time in 2015. Making trip record data available through an open platform provides instant access to taxi trip records, which previously were only available through submission of a formal Freedom of Information Law (FOIL) request. This effort furthers the City's efforts to remove obstacles to access big data that can inform improvements to the lives of New Yorkers. Since posting the data online and on the OpenData Mine, it has become the most popular dataset available on that platform, and datasets have been downloaded by thousands of users.

In November 2014, the TLC passed rules to require FHV bases to begin submitting a somewhat more limited scope of trip record data electronically in calendar year 2015. The TLC continues to engage with stakeholders

and conduct outreach to educate FHV bases on the new requirements. As always, the agency continues to safeguard passenger personal information contained in the data.

Accessible Dispatch

Accessible Dispatch is a centralized service that enables customers in wheelchairs or with other mobility disabilities to request a taxicab for pick-up anywhere in Manhattan. Customers may contact 311, use a smartphone app, or call the dispatcher directly to request an accessible taxi. Customers pay the metered taxi fare, and there is no additional charge for the service.

With accessible dispatch, taxis arrive at the customer's pickup location less than 20 minutes on average after the customer makes the request. The Manhattan-based program completes approximately 1,000 trips per week and receives as many as 200 trip requests from customers per day. In 2015, the Accessible Dispatch program reached a milestone of 100,000 total completed trips, and the program is now poised to reach passengers in every borough. The TLC issued a Request for Proposals in 2015 to select a vendor to operate the citywide Accessible Dispatch Program citywide.

Public Service Announcement (PSA) Production

The TLC worked with partners both in and outside of government to produce two very powerful Public Service Announcements in 2015. The first – a 30-second spot on the illegality of service refusal -- premiered in March, and featured narration by City Council Speaker Melissa Mark-Viverito. The second, inspired by Mayor Bill de Blasio's Vision Zero initiative, and presented by the TLC in conjunction with the NYC DOT, the NYPD, and traffic safety advocates Transportation Alternatives and Families for Safe Streets, gave voice to the stories of five New York City families whose lives were forever shattered by the actions of poor driver decisions. The original full-length 15-minute version of the film has over 16,000 views on the agency's YouTube channel thus far, but more importantly, it is now being shown to all prospective taxi and for-hire driver licensees as part of a mandatory curriculum. It has also been folded into the driver safety training programs of the Metropolitan Transportation Authority, and the NYC Department of Citywide Administrative Services. Other uses and venues are currently in development, and a six-minute version of the film was recently added to the agency's PSA line-up.

Local Laws Passed in 2015

Local Law 19

- Amends the NYC Administrative Code to allow the TLC to approve improved driver trouble lights beyond the incandescent "lollipop" lights previously required.

Local Law 75

- Requires the City to conduct a study on how growth in the taxi and for-hire vehicle industries has impacted traffic, air quality, noise, and public health. The study must consider factors such as increases in the number of drivers, vehicles, and bases licensed, as well as trips taken.

Agency Overview and Performance

Budget and Headcount

The TLC's Fiscal Year (FY) 2015 operated on a modified budget of \$55,959,166 (\$35,544,359 for Personal Services and \$20,414,807 for Other than Personal Services). The TLC had an authorized headcount of 668 for FY 2015. The FY16 adopted budget is \$38,831,952 for Personal Services, and \$30,118,058 for Other than Personal Services, with an authorized headcount of 701.

TLC Web Site and Social Media

The TLC has continued to develop its web site as a major resource for licensees and other industry stakeholders. In terms of sheer numbers, the website saw more than 6.5 million page views in 2015, or almost 5,000 views per day.

Our efforts to increase the agency's social media presence continue to bear fruit, resulting in an additional 1,600 Twitter followers (total 10,800), as well as 3,078 Facebook "likes." Our live-streamed and archived broadcasts of public meetings and other events via Livestream.com likewise continued to garner increased attention.

Licensing Division

Processing Volumes and Wait Time

- The Licensing Division processed over 159,000 Driver and Vehicle related transactions in Calendar Year (CY) 2015 compared to 152,000 in Calendar Year 2014.
- The average wait time in the facility was 18 minutes.
- Over 108,000 inspection appointments (Visual and DMV) were scheduled.

New Licensing Facility

In November of 2015 the Licensing and Standards Division moved from its previous location to a brand new location in the Falchi Building in Long Island City. This new facility was designed to create a more efficient and modern flow for our clients. The facility features a more open and accessible waiting room that allows our customers full access to all the services they need to handle any licensing questions or issues. The location provides a combination of self-service ticketing options, together with additional customer service representatives on the floor to assist in answering questions and providing direction. Coupled with the move to our new facility, we have cross-trained our Counter Operators to accept all application types, so we are able to spread the workload across a wider number of operators. The TLC has also instituted an appointment system for the filing of new Driver applications to help minimize wait times.

License Application Renewal and Summons (LARS) Online Program and other On-Line Initiatives

During Calendar Year 2015 the Licensing Division completed additional enhancements to the License Application Renewal and Summons (LARS) Online Renewal Payment Program:

- All licensees can now change their contact information online;
- Medallion Owners and/or their Designated Agents and Street Hail Livery Permit owners can pay their Improvement Fund fees on-line. We also added more defined Agent\Owner splits so that each Agent could tender payment for the length of time they managed the individual medallion; and
- The TLC converted to an on-line only Vehicle Owner renewal payment process. This change allows licensees to submit their payments on-line in a secure and direct manner without worrying about

whether or not their payment was delivered to the payment locker and processed. It is quick, easy and simple to do and, by choosing the e-check option, licensees incur no convenience fees.

During the upcoming year, the TLC will add more online options for both applicants and licensees, including:

1. Moving the application process for a new vehicle license on-line, which will allow vehicle owners to submit their application on-line, and to upload all required insurance, registration and vehicle ownership information needed to process the application. Owners choosing this option can schedule an appointment for their vehicle inspection immediately after they submit the application;
2. Moving the application process for a new TLC-issued drivers' license completely on-line and allowing for the upload of needed and required information when the application is submitted;
3. Obtaining status updates on their licenses;
4. Enabling drivers who require drug test clearance letters to request those on-line directly on our web site;
5. Submitting Base Transfer applications;
6. Making Medallion Agent changes on-line; and
7. Continuing to move renewal payments to an on-line format with the conversion of all driver renewal payments from a mix of lockbox and on-line services to an on-line only process. As with vehicle owners, this will allow licensees to submit their payments in a secure and direct manner without worrying about whether or not their payment was delivered and processed. The e-check option to avoid any convenience fees is open to drivers as well as all other licensees seeking to tender any payment to the Taxi and Limousine Commission.

Text Messaging Services

In 2015 the TLC began sending text reminders to applicants regarding missing requirements on their license applications. Short text reminders are sent at three week intervals to applicants who have provided a cell phone number to remind them that they may still have open items that they need to complete in order to move their applications forward in the process during the ninety days their applications remain open.

In addition, we've coupled these text message reminders with an easier way to submit any missing documents. Applicants can now fax, mail, e-mail or text a reply with a picture of the document. They no longer need to mail in a document if they choose not to do so, and they no longer need to visit the facility to drop off any needed information.

We continue to explore new methods by which technology can enhance our interaction with our customers and make the exchanges more efficient and productive, both for them and us.

Integrated Voice Response System (IVR)

The TLC began work on an Integrated Voice Response System ("IVR") in mid-2015, and it will go live in 2016. The IVR will allow any licensee or applicant to obtain basic information on his or her license and, as the TLC enhances the system, the status of his or her application as well. The IVR will provide data on a licensee's status, the license expiration date, the last date various actions were taken by them, such as the date of their last drug test or vehicle inspection, the number of open summonses they have, and the amount of any open fines. The system will also provide instructions for obtaining TLC services, submitting applications, and/or for the continued maintenance of their license.

Metropolitan Transportation Authority Surcharge

The Licensing and Standards Division continues to work with the New York State Division of Taxation and Finance (NYSDTF) to ensure the payment of the required MTA surcharge of fifty cents per trip in yellow and green cabs, which is dedicated to public transportation. The office coordinates with NYSDTF on identifying delinquent taxpayers.

Commercial Motor Vehicle Tax (CMVT)

Any vehicle owner whose vehicle is used for point-to-point service in New York City must pay the Commercial Motor Vehicle Tax (CMVT). The Agency continues working with the City Department of Finance to ensure that all for-hire vehicles operating in the City pay the CMV, including \$937,000 in direct collections by the TLC on behalf of the City.

Call Center

The Call Center answered 159,574 calls in 2015, an average of 13,298 per month. In addition to providing information to passengers and drivers, various staff members are assigned the task of conducting searches for property lost by passengers utilizing TPEP and LPEP. TPEP and LPEP enhance our ability to track down and locate lost property reported to us by the riding public.

Uniformed Service Bureau

The TLC's Uniformed Service Bureau (USB) continued its successful enforcement initiatives from 2014. With the implementation of Vision Zero in the spring of 2014, the TLC began a systemic and sustained collaboration with the NYPD in areas of traffic enforcement, LIDAR speed enforcement and poaching by illegal commuter vans. We successfully partnered with NYPD in 147 joint operations combating safety-related traffic enforcement, and 114 operations against illegal (unlicensed) commuter vans.

Administrative Enforcement

USB continues to use TPEP/LPEP trip data and other data to better enforce its regulations for yellow and green taxis. In 2015, the TLC began requiring FHVs to submit trip data, which allows the TLC to carry out similar enforcement for the FHV sector. For example, through the use of TPEP and other data, the TLC issued over 42,000 summonses and settlements for violations including driving with a suspended TLC license or medallion, and drivers who run red lights.

Field Enforcement resulted in the issuance of 64,046 summonses in 2015:

TYPE OF SUMMONS	Jan -15	Feb -15	Mar -15	Apr -15	May -15	Jun -15	Jul -15	Aug -15	Sep -15	Oct -15	Nov -15	Dec -15	Total 2015
ILLEGAL STREET HAILS (DRIVER)	393	474	506	533	205	175	94	65	104	740	557	450	4296
ILLEGAL STREET HAILS (OWNER)	577	680	699	708	275	269	137	85	148	501	1	8	4088
GREEN ILLEGAL STREET HAILS (DRIVER)	16	29	28	22	18	24	24	18	6	88	93	81	447
GREEN STREET HAILS (OWNER)	18	29	29	22	18	25	24	18	6	90	95	79	453
OWNER UNLICENSED OPERATION	313	379	553	676	927	1239	1154	1001	847	111	59	88	7347
UNLICENSED DRIVER	399	468	484	502	786	1211	1054	891	782	250	308	271	7406
OTHER OFFENSES (EQUIPMENT, ETC.)	3280	3071	3135	2836	3236	2678	2730	3385	3642	4164	3739	3741	39637
TOTAL SUMMONSES	4996	5130	5434	5299	5465	5621	5217	5463	5535	6130	4962	4794	64046

Other specialized enforcement includes:

LIDAR Enforcement

In 2015, the TLC obtained equipment and training for our LIDAR speed enforcement team. Light Detection and Ranging (LIDAR) is similar to Radar but more sensitive and accurate in the detection of speed. In 2015, the TLC focused on high-priority speed areas, as recommended by DOT and issued over 723 summonses.

App Enforcement (Base Squad)

The TLC has begun testing apps used in licensed vehicles to ensure that they adhere to the TLC's safety, accessibility and price-transparency requirements. We will continue to monitor compliance with these requirements in 2016 and take measures to enforce as necessary.

NYPD Collision Investigation Squad

The TLC responds to vehicle collisions involving TLC-licensed drivers/vehicles where a passenger, driver or pedestrian has died or is deemed "likely to die." In 2015 there were 37 joint investigations of collisions involving TLC licensees.

Joint Safety Enforcement

USB Enforcement Staff partner with Safety and Emissions Staff to perform field enforcement for safety violations in licensed vehicles. In 2015, the TLC performed 644 car stops and issued 618 summonses.

Top Ten Field Enforcement Summonses in 2015 Issued by Location

NYC Administrative Code or TLC Rule Violation	LICENS E TYPE	Borough Precincts					Airports		Grand Totals
		Manhattan	Bronx	Brooklyn	Queens	Staten Island	JFK	LGA	
19-506(b)(2) Operating out of class	FHV	3118	30	18	13	1	4086	437	7,703
19-506(B)(1) Operating For Hire Without TLC License	FHV	640	408	912	458	17	2647	116	5,198
55-19(A) Illegal Street Hails (Driver)	FHV	1297	1116	334	548	1	977	166	4,439
59A-25(A)(1) Illegal Street Hails (Owner)	FHV	1,233	1,209	462	780	1	470	17	4,172
55-14(G)(1) Use of Electronic Devices While Driving	FHV	2,260	511	370	619	2	128	37	3,927
55-13(A)(2) Moving Violations	FHV	2452	417	203	385	1	1	0	3,459
54-13(A)(2) Moving Violations	MED	2,837	55	78	324	0	2	0	3,296
54-14(E)(1) Use of Electronic Devices while driving	MED	2,537	63	190	267	0	32	7	3,096
55-13(A)(1) Parking Violations	FHV	1,580	80	160	985	0	14	2	2,821
19-506D Driver Operating Without TLC License	FHV	780	338	281	493	0	240	25	2,157

Court Unit

Since 2009, the Court Unit, housed within the Prosecution Division of the Uniformed Services Bureau has been responsible for prosecuting administrative summonses. Starting in April 2015, Prosecution began representing the Commission for all field summonses as well. Field summonses contain sworn statements by the issuing inspector and therefore, in most cases, the inspector's testimony is not required at a hearing. Prosecuting attorneys now represent the Commission on all field summonses by negotiating settlements in the vast majority of the cases or by conducting hearings based on the "four corners" of the summons, cross-examination of the respondents and legal arguments. To facilitate this program and handle the increased responsibilities, Prosecution expanded its roster of prosecuting attorneys by nine full time attorneys.

This program has been extremely successful. It is a rare occurrence that an inspector is required to testify at a hearing – less than once a week. The vast majority of cases are settled outside of court on the day of the hearing.

Hearing Date	Summonses Issued	Actual Hearings	Settlements	Defaults	Guilty Pleas	Guilty Pleas (Mail)
May	5,500	505	2,314	980	1,330	190
June	6,187	542	2,737	1,086	1,375	176
July	6,160	443	2,660	1,002	1,540	167
August	5,468	300	2,197	841	1,483	168
September	5,439	249	2,168	790	1,491	171
October	5,090	206	1,971	637	1,032	164
November	4,112	700	2,243	235	739	131
December	6,941	809	4,572	825	927	255
Grand Total	44,897	3,754	20,862	6,396	9,917	1,422

Beginning in December 2015, in an effort to reduce the number of respondents who appear for hearings or same day settlements, Prosecution started mailing field settlement offers for summonses with hearing dates starting on January 21, 2016. Based on our experience of processing settlements by mail for consumer cases for over three years we can expect approximately 60% of the respondents to settle by mail.

The new program will also provide respondents time to consider the settlement offer and in the event that they want to speak to Prosecution about the offer, they can do so before the hearing date.

Consumer Complaint Unit

The Prosecution Division also houses the Consumer Complaint Unit (CCU) which investigates and issues summonses based on complaints from the riding public. As would be expected with the sharp increase in the number of black cars in service, the TLC saw an increase in the number of complaints received from the riding public, receiving 21,862 consumer complaints from passengers in 2015 compared to 17,097 in 2014. The CCU increased the number of cases prosecuted from 7,959 in 2014 to 9,453 in 2015. The increase in complaints was accompanied by an increase in processing times. On average, CCU investigated complaints through to the issuance of a settlement in 21 days, up from 18 days in 2014.

Yellow Taxi Service Refusals and Overcharges

TLC rules require yellow taxis to provide passengers with a ride to any destination in the five boroughs of New York City, to Newark Airport, and to locations in Westchester or Nassau counties. The agency has worked to raise passenger awareness and encourage reporting of service refusals.

A passenger may contact the TLC or 311 regarding a licensee-related concern but not to file a formal complaint. These passenger-contacts are considered “inquiries.” The inquiring passenger then has the option to have the TLC pursue the matter and to become a witness to the TLC’s case, at which point the inquiry becomes a formal complaint.

Passenger inquiries increased in 2015 to 4684 from 3708. The agency received, on average, 390 refusal-related inquiries each month of calendar year 2015, compared with 309 each month in 2014. The increase may result from greater public awareness of the issue following release of a TLC-produced public service announcement urging the public to report service refusals.

TLC rules prohibit yellow cab drivers from charging any amount higher than the metered-fare, giving a passenger incorrect change, or requesting a tip. When this occurs, passengers are encouraged to contact 311 and file a complaint. The agency tracks both complaints from consumers and the number of summonses issued to licensees for overcharging. In calendar year 2015, TLC received 1660 passenger overcharge inquiries, down from 2026 overcharge inquiries in 2014.

Safety and Emissions

To help reduce air pollution, all yellow taxi cabs have a Safety and Emissions inspection every four months, SHL vehicles receive one every six months, and other FHV's are required to be inspected once every two years. This Safety and Emission inspection program helps make sure every vehicle registered meets the minimum standards for safe operation on public streets and highways. In 2015, the Safety and Emissions Division (S&E) performed 51,296 medallion DMV inspections, 47,669 for-hire vehicle DMV inspections and 20,349 Street Hail Livery vehicle DMV inspections.