

New York City Taxi and Limousine Commission 2017 Annual Report



Welcome

Dear New Yorkers:

Welcome to the New York City Taxi and Limousine Commission's (TLC) 2017 Annual Report. The TLC is a Charter-mandated City agency, created in 1971, with the mission of creating and implementing policies and standards that protect public safety and consumer rights with respect to the taxi and for-hire vehicle industries. The agency accomplishes these objectives through the regulation of more than 170,000 licensed drivers, over 120,000 vehicles, and the more than 1,000 businesses that support their operation.

The TLC's main priority is public safety, and we are proud to be one of three lead agencies charged with achieving the goals of Mayor Bill de Blasio's Vision Zero plan. We have achieved several milestones in this area over the past year, including the NYPD's training of more than a third of the TLC's enforcement officers in the latest speed enforcement technology to bolster the already-fruitful efforts of our Safety Enforcement Squad. In this year's fourth annual Vision Zero Safety Honor Roll event, we were also pleased to have honored a record 425 eligible drivers and 25 businesses for their safe and exemplary service. At an average trip distance of about three miles, these professionals completed almost two million safe rides in a single year – representing the mileage of about a dozen trips to the moon!

The TLC finalized its fatigued driving prevention rules in early 2017, creating daily and weekly hour limits for drivers to help keep tired drivers off the road. The TLC conducted extensive outreach to drivers about the new rules, and the considerable risks of driving while tired. We also began collecting additional trip records so that the agency's monitoring of hours was as accurate and as efficient as technologically possible.

2017 was a watershed in the TLC's efforts to maximize transportation options in New York City for persons with disabilities who use wheelchairs, as well as passengers who are visually- or hearing-impaired. After a groundbreaking public hearing and more than a year of outreach and discussions with disability advocates and our regulated industries, the TLC passed rules requiring truly equivalent accessible service in the for-hire vehicle industry. On the taxi front, as anticipated, the TLC expanded its highly-successful Manhattan-based Accessible Dispatch program to offer service to passengers requesting wheelchair-accessible vehicles throughout the five boroughs.

With a continued high volume of driver and vehicle license applicants, the TLC remains committed to enhancing the agency's online transaction options. One standout improvement, the TLC Upload Portal – or **TLC UP** as it is known -- allows license applicants to submit documents, and then to check the status of those items and the application, as well as to receive notices about any potentially- missing items.

Thank you for your interest -- I hope you find the report informative.

Sincerely,
Meera Joshi
Commissioner/Chair

TLC’s Mission and Structure

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.”

Commission Board Structure

The Board of the Taxi and Limousine Commission is comprised of nine members, eight 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, 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, 2017, there were two vacant positions on the Commission.

Meera Joshi

Commissioner and Chair Meera Joshi was appointed by Mayor Bill de Blasio and confirmed by the 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 by the Mayor on the recommendation of the Bronx delegation to the New York City Council 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.

Jacques Jiha

Commissioner Jiha was appointed by the Mayor 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 City Council in 2011, and reappointed in 2016, 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 by Mayor de Blasio in 2016 after serving as the Manhattan member of the Commission beginning in 2007. Commissioner Polanco serves as Principal Law Clerk at the Bronx Supreme Court.

Kenneth C. Mitchell

Appointed to the Staten Island seat by Mayor de Blasio on the recommendation in the New York City Council in November 2016, Kenneth Mitchell also serves as the Executive Director of the Staten Island Zoological Society, Inc., a position he has held since September 2011. Mr. Mitchell is responsible for the overall administration and the day-to-day operation of the Staten Island Zoo.

Thomas Sorrentino

Commissioner Sorrentino is the Commission's newest member, appointed by Mayor de Blasio in 2017 on the recommendation of the Brooklyn delegation of the City Council. Sorrentino served as a member of Kings County Community Board 18 for approximately five years, where he chaired its Transportation Committee. Sorrentino is currently a partner in the accounting firm of PKF O'Connor Davies LLP, and serves on the Brooklyn Chamber of Commerce Board of Directors.

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. As a result of TLC rulemaking in 2017, five new rules have been promulgated and gone into effect.

2017 Rulemaking Actions

| Date of Commission Vote | Subject | Status |
|--------------------------------|--|-------------------------|
| February 2, 2017 | Driver Fatigue (Regulating Driver Time with Passengers) | Effective March 2017 |
| January 5, 2017 | Expanded ASHL (Green Boro Taxi) Grant Program | Effective February 2017 |
| June 8, 2017 | Licensing Rules Efficiencies; Protections for Licensed Commuter Vans | Effective July 2017 |
| July 13, 2017 | Requiring Provision of In-App Tipping Options in For Hire Vehicles | Effective August 2017 |
| December 13, 2017 | For Hire Vehicle Accessibility | Effective January 2018 |

Regulatory Highlights

FHV Accessibility

Increasing access to the New York City Taxi and Limousine Commission's fleet of over 110,000 licensed vehicles is an important step to make New York City a place that is truly accessible to all of our residents and visitors, including those who use wheelchairs. In 2014, the TLC created a framework to introduce wheelchair accessible green and yellow taxis into the City's fleet. To reach the FHV sector—which today transports over 500,000 passengers each day—the TLC passed an accessible service requirement that puts wheelchair accessible FHVs in circulation for the passengers who need them. Specifically, the TLC now requires all FHV

bases to dispatch 25% of their trips in wheelchair accessible vehicles, beginning with 5% in the first year of implementation (beginning in July 2018), scaling up to 25% over the course of five years and allows all FHV bases to dispatch any wheelchair accessible FHV.

Concurrently, the TLC will also allow bases to pilot providing wheelchair accessible FHV service through a centralized dispatching entity required to meet a specified service level standard. Trip recording and data reporting protocols will allow TLC to monitor compliance with service standards and other customer satisfaction metrics will provide the level of accountability the TLC and the public need from such a pilot program.

The pilot will evaluate whether a centralized dispatching system utilizing modern technology, with robust monitoring and other requirements set by the TLC (e.g., sufficient vehicle supply; customer interface uniformity for WAV and non-WAV requests), can provide timely, reliable service to people with disabilities and overcome the potential pitfalls of utilizing a centralized dispatching entity to provide WAV FHV service.

Driver Fatigue

Long hours driving on the road can lead to fatigue. For drivers, this means slowed reaction times and an increased danger of driver errors and the risk of crashing.

Although most TLC-licensed drivers do not drive an excessive number of hours, TLC recognized that a small number of drivers do. Therefore, in support of the City's Vision Zero initiative to reduce traffic fatalities, TLC adopted rules in July 2016 to address the risks of fatigued driving. Before establishing a maximum number of hours that licensed taxi and FHV drivers may work in any day or week, TLC analyzed available trip data, including FHV trip data. TLC used pickup times as a proxy for hours worked because that was the only data that FHV bases were required to report. This approach provided one uniform method for calculating driving hours across the taxi and FHV sectors. TLC counted a pickup as one hour that would be tallied against the limit, regardless of the trip duration.

Many stakeholders, including FHV bases, argued that it would be more accurate to use trip duration to calculate driving hours. TLC delayed implementation of the driver fatigue rules to explore this method for calculating driving hours as a means of establishing safe daily and weekly driving limits. In the fall of 2016, several FHV bases voluntarily produced trip records that included both pickup and drop-off times, allowing TLC to calculate trip durations. TLC then analyzed both FHV and taxi trip records and determined that a calculation based on trip duration provides a more accurate way to identify drivers at risk of fatigue. This method also makes it easier for drivers and bases to track driving hours, which will help them comply with the limits.

The final version of the adopted rules set daily and weekly limits to 10 hours and 60 hours, respectively. The rules reduce the safety risks of fatigued driving by:

- Prohibiting transportation of passengers for-hire for more than 10 hours in any 24-hour period;
- Prohibiting transportation of passengers for-hire for more than 60 hours in a calendar week; and
- Prohibiting a base from dispatching a driver to transport passengers for more than 10 hours in any 24-hour period and prohibiting a base from dispatching a driver to transport passengers for more than 60 hours in a calendar week.

Tipping

This rule change requires FHV bases to allow passengers to tip drivers using the same method of payment they use to pay for the fare. For example, bases that allow payment by smart phone app must allow passengers to tip through that same app. Allowing tipping using the same payment methods used for paying the fare makes it

easier for passengers that want to tip to do so. The rules also require bases to remit to drivers the entirety of all of their tips, regardless of the payment method used to tip the driver.

ASHL Grants

Legislation was passed in 2011 and 2012 that allowed New York City to issue up to 18,000 transferable licenses to for-hire vehicles. These are called Street Hail Liveries (SHLs), or green cabs. SHLs are authorized to pick up passengers by street hail anywhere outside Manhattan (except for the airports) and in Manhattan north of West 110th Street and East 96th Street. A portion of these licenses have been set aside for wheelchair accessible vehicles. As provided in the legislation, the TLC makes available \$54 million in grants for SHL licensees who plan to purchase a vehicle for use as an Accessible Street Hail Livery (ASHL).

In January 2017, the TLC approved amendments to the ASHL grant program to further support the ASHL sector. Subject to program requirements, the 2017 amended rules provide for grants in the amount of \$30,000 (up from \$15,000). This includes an initial payment of \$14,000 once an ASHL is placed in service, and, during the four years thereafter, subsequent payments of \$2,000 following each successful bi-annual vehicle inspection up to \$16,000. Additionally, it allows for those ASHL permit holders who fulfilled the requirements of an earlier grant to receive a subsequent grant for the purchase of a new ASHL vehicle.

Licensing Rules Review, Forfeiture of Commuter Vans

The TLC reviewed its rules on how applicants obtain and renew their TLC licenses and made the following changes:

- Allowed licensees to renew expired driver and vehicle licenses if seeking to renew within a proscribed period of time after the license expired.
- Updated the criteria under which eligible, experienced drivers can obtain an exemption to TLC's driver education requirements.
- Updated the taxi vehicle hardship extension rules to permit any taxi owner (not just independent taxicab owners) to request a hardship extension.

These rules also clarified the TLC's authority to seize unlicensed Commuter Vans under Section 19-506(b)(1) of the Administrative Code. The TLC began seizing unlicensed vans in 2017. In 2017, the TLC seized 27 vans.

| By The Numbers Calendar Year 2017 | |
|--|----------------|
| Active Licenses | 302,599 |
| <i>(as of December 31, 2017)</i> | |
| Drivers | |
| TLC Driver License | 177,769 |
| Paratransit Driver License | 1522 |
| Commuter Van Driver License | 238 |
| Total Driver Licenses | 179,529 |
| Vehicles | |
| Street Hail Service | |
| Medallion Taxis | 13,587 |
| Standby Vehicles | 108 |
| Street Hail Liveries (SHLs) | 5,609 |
| Prearranged Service | |
| For-Hire Vehicles (non-SHL) | 102,536 |
| Black Car | 83,768 |
| Livery | 13,712 |
| Luxury Limousine | 4,277 |
| Paratransit Vehicles (non-SHL) | 462 |
| Commuter Vans | 317 |
| Total Vehicle Licenses | 121,840 |
| Bases | |
| Black Car Bases | 335 |
| Community Car Services | 450 |
| Luxury Limousine Bases | 160 |
| Commuter Van Authorizations | 53 |
| Paratransit Bases | 97 |
| Total Base Licenses | 1,095 |
| Businesses | |
| Taxicab Brokers | 22 |
| Medallion Agents | 68 |
| Taxicab Meter Shops | 28 |
| Taxicab Meter Manufacturers | 4 |
| TPEP Providers | 2 |
| LPEP Providers | 2 |
| E-Hail Providers | 7 |
| Dispatch Service Providers | 2 |
| Total Business Licenses | 135 |

Scope of Regulated Industries

The Taxi & Limousine Commission is responsible for licensing and regulating for-hire transportation in New York City. The TLC regulates several sectors that each includes drivers, vehicles, businesses and other related entities.

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. Approximately 121,840 vehicles are licensed by the TLC to serve the public, 13,587 of which are medallion taxicabs currently authorized to accept hails from passengers within the five boroughs. In addition to medallion taxicabs, approximately 107,000 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. The black car sector is the largest growing segment of the FHV category and includes app-based dispatch. Green cabs are FHVs with Street Hail Livery (SHL) permits which allow them 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. 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 providers that have been approved to provide the TPEP and LPEP technology systems found in yellow and green taxis.

Projects, Initiatives and Events

Alternative Technology Pilot Program

On October 15, 2015, the Commission approved a pilot program to evaluate new technologies in taxis to potentially replace the existing TPEP equipment and/or taximeter. The TLC approved two applicants to participate in the pilot, Verifone Technology Systems and Flywheel, Inc. Vehicles with pilot systems installed performed 13,314 trips. The pilot ended on May 6, 2017 and the TLC released its final report in August 2017, which recommended updating TLC regulations to accommodate new digital taximeters and allow for newer technology in taxicabs.

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

The TLC is currently reviewing applications from two new TPEP companies. In addition, the TLC is drafting new rules governing TPEP functionality to improve the driver and passenger experience in taxicabs. The TLC anticipates rulemaking in early 2018.

TLC Data

In 2017, the TLC continued to be a leader for data-driven policymaking. In February, TLC passed the Driver Fatigue Prevention Rules after an extensive analysis of taxi and FHV trip data. The rules also expanded trip reporting requirements for FHVs to include drop-off date/time and location and information on shared rides to help identify drivers who are working excessively long hours. TLC has also begun collecting data on shared rides.

The TLC continues to serve as a nationwide model for promoting accountability and transparency through data reporting standards, contributing to the development of Data Sharing Principles from the National Association of City Transportation Officials, released in January. In addition, TLC datasets continue to be some of the most popular datasets on the City's Open Data portal.

Accessible Dispatch

Accessible Dispatch is a centralized dispatch service that enables customers in wheelchairs or with other mobility impairments to request a wheelchair accessible taxicab for pick-up. Customers may contact 311, use a smartphone app or dedicated website, or text or call the dispatcher directly to request an accessible taxi. Customers pay only the metered taxi fare, and there is no additional charge for the service. Drivers receive a dispatch fee as compensation for the time they spend traveling to pick up the passenger.

In September 2017 TLC began expanding the program to all five boroughs and to dispatch both yellow and green taxis. This expansion gives passengers the freedom to travel to and get picked up in any part of the City from City Island to Coney Island. The program continues to provide outstanding service and has become an integral transportation option for those with disabilities.

Local Laws Passed in 2017

Local Law 6

☐ Eliminates the passenger manifest and public support statement requirements for commuter vans and eliminates the requirement that commuter vans renew their license every six years.

Local Law 7

☐ Requires safety studies be undertaken to examine the commuter van industry and limits the number of commuter van licenses.

Local Law 8

☐ Amends the Administrative Code to include commuter vans as a type of vehicle that shall not be driven for-hire and increased penalties with respect to the operators of unlicensed commuter vans.

Local Law 135

☐ Requires that bases provide a means to allow passengers to provide drivers with a gratuity using the same method of payment that the passenger used to pay the fare.

Agency Overview and Performance

Budget and Headcount

In Fiscal Year (FY) 2017, the TLC operated on a budget of \$46,890,009 (\$35,176,385 for Personal Services and \$11,713,624 for Other than Personal Services). The TLC had an authorized headcount of 700 for FY 2017. The FY 2018 budget is \$37,433,192 for Personal Services, and \$20,093,199 for Other than Personal Services, with an authorized headcount of 690.

Licensing Division

Processing Volumes and Wait Time

☐ The Licensing Division processed over 185,000 Driver and Vehicle related transactions in Calendar Year (CY) 2017 compared to 193,000 in Calendar Year 2016.

☐ The average wait time in the facility was 14 minutes.

☐ Over 125,000 inspection appointments (Visual and DMV) were scheduled.

Self-scheduling of Appointments

The TLC recently instituted a self-scheduling appointment system for the filing of new vehicle license applications and the purchase or management of Street Hail Livery permits to minimize wait times and provide the customer with scheduling flexibility. Customers can now pick the date and time that best suits their schedule.

The TLC hopes to enhance this system to include the self-scheduling of both DMV and visual inspections at our facility in Woodside.

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

During 2017 the Licensing Division completed additional enhancements to the License Application Renewal and Summons (LARS) Online Application and Renewal Program:

- Applications for a new TLC issued driver license were transitioned to an online-only application process. Applicants seeking a new TLC Driver License, Paratransit or Commuter Van license are now required to submit their application online. The system is available seven days a week, twenty four hours a day. The applicant can then arrange for their needed appointments with our partner vendors to complete the other application requirements (e.g., drug testing, fingerprinting, education and training) on dates and times convenient to them and with their choice of multiple convenient locations throughout the city. Documents required to complete the application process can then be uploaded through the use of our new document upload portal, (TLC UP) that creates a unique and individualized list of requirements and necessary documents for each applicant.
- Applications for new vehicle licenses have also been transitioned to an online-only application process. Applicants seeking to have a vehicle licensed to provide for-hire transportation services in any of our regulated industries (For-Hire or FHV, Paratransit and Commuter Van) are now required to submit their application for a new license online in LARS. The applicant can then submit their required documents by uploading the documents in LARS directly at the time they are submitting their application or they can also go to our document upload portal (TLC UP) and upload them after the application has been submitted.
- TLC's new Document Upload Portal or TLC UP was a major initiative that was successfully launched in June of 2017. TLC UP is a quick, easy, and simple way for new driver and vehicle applicants to submit documents to the TLC that are needed to complete the licensure process. TLC UP gives the applicant an individualized portal through which they can upload documents, stay informed on the status of each of their submitted documents and easily see whether or not a document has been accepted, rejected or is currently under review. Applicants can see a log of each item they have submitted, the status of each item, and an up-to-date listing of all missing requirements. When documents are reviewed and their status changes, the system emails the applicant to let them know that an action has been taken on a submitted document. If a new document is identified as being required from a review of their application it is posted to TLC UP and an email is automatically generated to let the applicant know what is required and how to provide it. TLC UP is unique to each applicant and their application and is available to them 24 hours a day, 7 days a week, from a smartphone, tablet, or desktop computer. We will continue to look for ways to expand and enhance TLC UP so it provides a unique and individualized data and information portal for each of our applicants and licensees.
- In 2017, Licensing began adding new instructional videos to the Agency YouTube channel. To date instructional videos on How to file a Base Affirmation Form, How to do an OpenData Lookup, How to File a Vehicle Application and How to Use TLC UP have been added.
- In November of 2017, Licensing started piloting an outreach program whereby selected Licensing personnel travel to the schools which are approved to provide and deliver the education component of the licensure process. We provide an overview of the steps they need to complete to obtain a TLC Driver License.

- Licensing continues to use text messaging as a mechanism to notify our applicants and licensees of needed requirements and/or upcoming events such as the need to take their annual drug test or as a reminder of an open application. We will continue to look at additional ways by which text messaging can be used to keep our customers aware of what is happening with their application or license.
- Licensing has continued working with the NYS DMV to open a satellite DMV office at our Long Island City Facility in 2018. The satellite office will make medallion and for-hire vehicle related plate transfers easier and simpler for our clients and save them an additional trip to a DMV office.
- In 2017 Licensing expanded our self-scheduling option to include all paper transactions that need to be processed in our Long Island City facility. Applicants seeking to submit various applications or purchase a Street Hail Livery permit can now self-schedule and manage their own appointments.

In 2018, the TLC will seek to add more online options for both applicants and licensees, including but not limited to:

1. Allowing vehicle owners to schedule an appointment for their vehicle inspection at our Woodside facility at their convenience
2. Obtaining status updates on their licenses
3. Submitting transfer applications for bases, vehicles, and license plates

Metropolitan Transportation Authority Surcharge

The Licensing and Standards Division continues to work with the New York State Division of Taxation and Finance (NYS DTF) 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 CMVT, including approximately \$750,000 in direct collections by the TLC on behalf of the City.

Call Center and Integrated Voice Response System (IVR)

The Integrated Voice Response System (IVR) allows any licensee or applicant to obtain the status of and basic information on, his or her license. The IVR provides 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. The system allows customers to opt for a callback rather than holding for an agent. Of the 281,289 calls answered and handled in CY2017 157,729 (an average of over 13,144 calls per month) were managed by the IVR alone and another 123,560 calls, an average of 10,297, were handled directly by an Agent. Our average call handle time has remained consistent at approximately five minutes or less during the year while we have managed to reduce the average wait time for an Agent over the last six months of this calendar year from sixteen minutes to eleven by adding additional agents to the Call Center, enhancing the Agents training, creating a frequently asked questions database they can access for the most common types of questions and making key information more accessible on our web site. TLC continues to look for ways to enhance our customer communications.

Safety and Emissions

To help improve air quality, all yellow taxi cabs have a Safety and Emissions inspection every four months, SHL vehicles receive one every six months, and other FHVs 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 2017, the Safety and Emissions Division (S&E) performed 49,018 medallion DMV inspections, 73,083 for-hire vehicle DMV inspections and 14,442 Street Hail Livery vehicle DMV inspections.

Uniform Services Bureau

The TLC's Uniform Services Bureau (USB) continued its successful enforcement initiatives. With the implementation of Vision Zero in 2014, the TLC began training additional staff in the use of LIDAR equipment, collaborated with the NYPD in areas of traffic enforcement, joint enforcement operations to address illegal and unlicensed drivers and illegal commuter van operations. In 2017, TLC and NYPD conducted 267 joint operations to combat illegal for-hire operators and reckless drivers. TLC Enforcement squads independently conducted 159 illegal commuter van enforcement operations.

Investigation Unit or Base Enforcement

The Uniform Services Bureau Enforcement Division Investigation Unit conducted Base inspections in 2017. These Base inspections, combined with field-based infractions, led to the issuance of 2,861 summonses in 2017, a +33% increase over CY 2016. TLC also partners with the NYPD in response to vehicle collisions involving TLC-licensed drivers and vehicles where a passenger, driver or pedestrian has died or is deemed "likely to die".

Top Ten Field Enforcement Summonses in 2017 Issued by Location

| NYC Administrative Code or TLC Rule Violation | LICENSE TYPE | Borough Precincts | | | | | Airports | | Total |
|--|--------------|-------------------|----------|-------|--------|---------------|----------|-----|-------|
| | | Manhattan | Brooklyn | Bronx | Queens | Staten Island | JFK | LGA | |
| 80-13(a)(2) Compliance with Traffic Laws | UNIV | 7438 | 322 | 213 | 646 | 40 | 0 | 3 | 8662 |
| 80-14(g)(1) Use of Electronic Communication Device | UNIV | 4959 | 589 | 281 | 655 | 43 | 744 | 297 | 7568 |
| 19-506(b)(1) Operating Unlicensed Vehicle | A.C. | 336 | 1678 | 169 | 909 | 20 | 2506 | 800 | 6418 |
| 59a-29(c) Inspection Sticker | FHV | 2060 | 590 | 362 | 850 | 109 | 653 | 540 | 5164 |
| 59a-25(a)(1) Passenger Trips by Pre Arrangement Only | FHV | 1417 | 144 | 714 | 521 | 2 | 1118 | 823 | 4739 |
| 80-24(a)(2) Required Items in For-Hire Vehicle | UNIV | 1666 | 449 | 381 | 720 | 253 | 682 | 164 | 4315 |
| 80-19(c)(2) Limits on Driver Solicitation of Passengers in FHV | UNIV | 969 | 0 | 2 | 2 | 0 | 1042 | 788 | 2803 |
| 80-13(a)(1) Compliance with Traffic Laws | UNIV | 1098 | 209 | 69 | 911 | 1 | 0 | 0 | 2288 |
| 80-13(a)(3)(viii) Comply with Traffic Laws | UNIV | 1026 | 22 | 26 | 1013 | 161 | 0 | 3 | 2251 |
| 59a-26(a) Tri Annual Inspections | FHV | 1521 | 108 | 71 | 195 | 10 | 263 | 64 | 2232 |

*The column labels in this table were revised on February 13, 2018. The column labels for Bronx and Brooklyn were inadvertently switched in the previous version.

Field Enforcement resulted in the issuance of 64,836 summonses in 2017 to Date:

| TYPE OF SUMMONS | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total 2017 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------------|
| ILLEGAL STREET HAILS (DRIVER) | 517 | 565 | 491 | 467 | 375 | 348 | 322 | 208 | 175 | 133 | 202 | 335 | 4,138 |
| ILLEGAL STREET HAILS (OWNER) | 560 | 647 | 560 | 539 | 432 | 418 | 405 | 283 | 229 | 181 | 268 | 461 | 4,983 |
| GREEN ILLEGAL STREET HAILS (DRIVER) | 11 | 20 | 17 | 11 | 14 | 10 | 8 | 5 | 0 | 1 | 1 | 2 | 100 |
| GREEN STREET HAILS (OWNER) | 12 | 23 | 19 | 15 | 15 | 11 | 8 | 6 | 0 | 1 | 1 | 2 | 113 |
| OWNER UNLICENSED OPERATION | 311 | 326 | 562 | 488 | 530 | 437 | 411 | 483 | 285 | 234 | 218 | 252 | 4,537 |
| UNLICENSED DRIVER | 219 | 243 | 368 | 358 | 361 | 318 | 302 | 341 | 211 | 202 | 192 | 254 | 3,369 |
| OTHER OFFENSES (EQUIPMENT, ETC.) | 3,632 | 3,960 | 4,165 | 3,821 | 4,877 | 3,712 | 2,793 | 3,084 | 4,070 | 4,879 | 4,264 | 4,339 | 47,596 |
| TOTAL SUMMONSES | 5,262 | 5,784 | 6,182 | 5,699 | 6,604 | 5,254 | 4,249 | 4,410 | 4,970 | 5,631 | 5,146 | 5,645 | 64,836 |

Consumer Complaint Unit

The Prosecution Division houses the Consumer Complaint Unit (CCU) which investigates complaints from the riding and general public and issues summonses when warranted. In 2017, the TLC received 11,725 complaints.

| Month | Summonses issued | Actual Hearings | Settlements accepted | Defaults | Guilty Pleas | Guilty Pleas (Mail) |
|--------------|-------------------------|------------------------|-----------------------------|-----------------|---------------------|----------------------------|
| January | 388 | 71 | 616 | 28 | 5 | |
| February | 214 | 45 | 482 | 15 | 3 | |
| March | 296 | 73 | 662 | 17 | 1 | |
| April | 207 | 34 | 618 | 19 | 2 | |
| May | 319 | 48 | 777 | 18 | 2 | 1 |
| June | 335 | 47 | 932 | 31 | 3 | |
| July | 488 | 53 | 479 | 22 | 5 | |
| August | 394 | 82 | 637 | 63 | 9 | 3 |
| September | 384 | 64 | 688 | 27 | 14 | |
| October | 480 | 109 | 1,012 | 40 | 10 | |
| November | 391 | 86 | 776 | 35 | 12 | |
| December | 454 | 111 | 632 | 53 | 11 | 1 |
| Total | 4,350 | 823 | 8,311 | 368 | 77 | 5 |