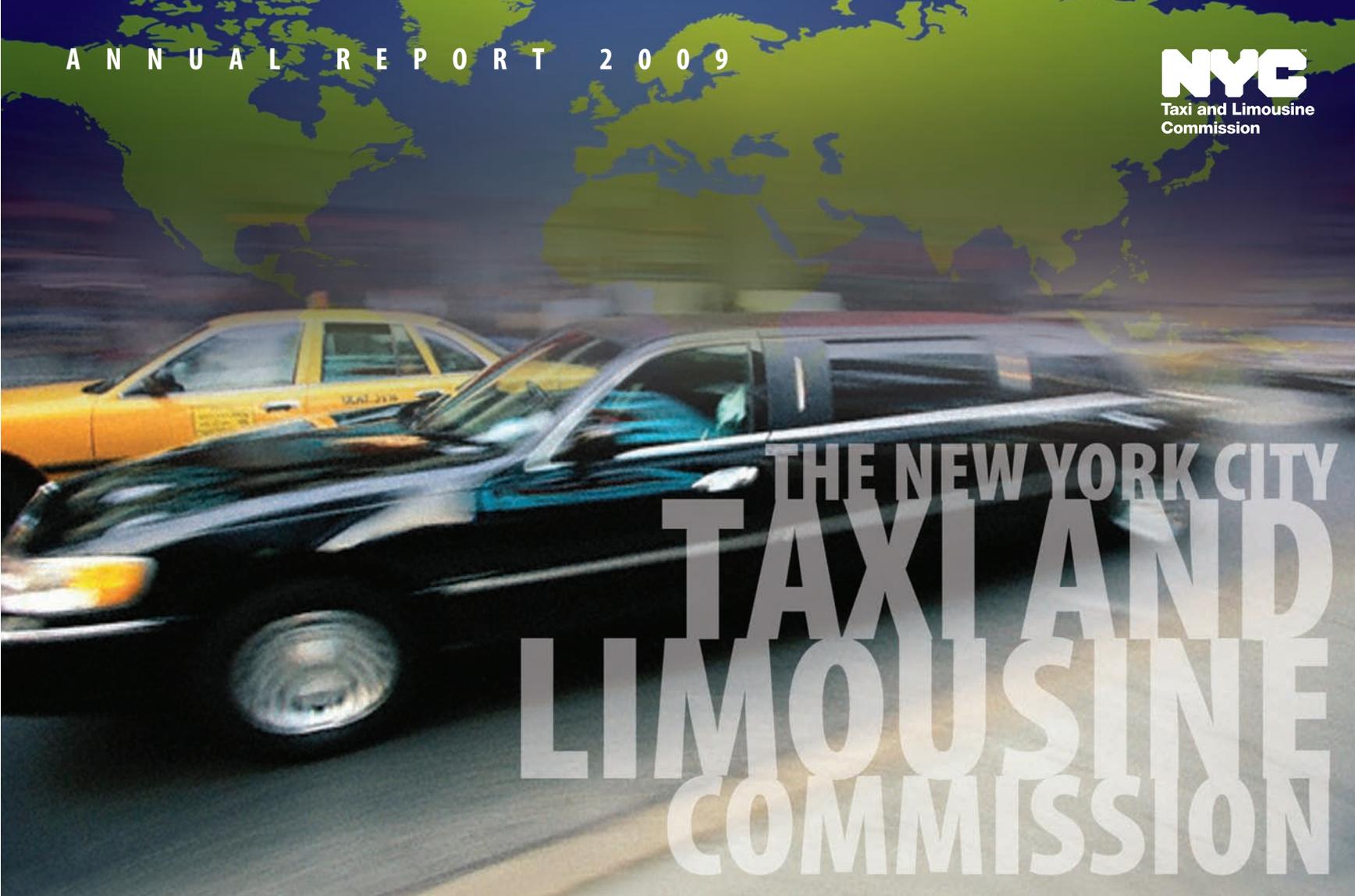


A N N U A L R E P O R T 2 0 0 9

NYC
Taxi and Limousine
Commission



THE NEW YORK CITY
**TAXI AND
LIMOUSINE
COMMISSION**



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...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.”

Message from the Mayor

Dear Friends:

In the City that never sleeps, our residents, commuters, and visitors are constantly on the move, and they want the most efficient, up-to-date means of getting them safely to their destinations. Under the leadership of Commissioner Matthew Daus, the Taxi and Limousine Commission (TLC) has helped the City meet these goals, giving the taxicab and for-hire vehicle industries the tools they need to adapt to current economic conditions, effectively use new technology, and meet their riders' changing needs—all while ensuring that service is delivered with the customer foremost in mind.

This report provides a full range of information about all the measures TLC has taken in the past year to improve New York's world-renowned ground transportation industries, and it outlines the exciting programs they've developed to further enhance the quality of service offered by taxicabs and for-hire vehicles in our City—including setting up livery stands in select locations throughout the five boroughs; expanding the taxicab group ride program, which encourages passengers to share their cabs with other riders; and moving forward with the ambitious *Taxi of Tomorrow* project, which will create a greener, state-of-the-art taxi fleet. It also highlights TLC's success in bringing the prestigious International Association of Transportation Regulators (IATR) to New York City for its 22nd annual conference, and I congratulate Commissioner Daus on being elected IATR's 2009–2010 President.

The taxicab and for-hire vehicle industries in our City will continue to face new and evolving challenges over the next year, but I have every confidence with TLC's guidance and the dedication of their innovative staff that everything is in place to keep ground transportation in our City moving forward. On behalf of all New Yorkers, I commend everyone at TLC on what they accomplished in 2009—and I look forward to even greater success in 2010.

Sincerely,



Michael R. Bloomberg
Mayor

Welcome by the Commissioner

Dear Friends:

2009 was another year of advancement at the TLC. Under the Bloomberg Administration, we continued to cross many horizons even during a time when New York City faced challenging moments. Strong collaboration between the TLC, our regulated industries, the City Council, and the riding public helped us continue to be internationally recognized leaders and innovators in the for-hire ground transportation industry.

Major reforms were achieved to enhance our for-hire vehicle industry, which consists of more than 50,000 licensed drivers and almost 40,000 vehicles. Together, we implemented reforms to enhance safety and customer service measures by requiring licensees to display in their vehicles new TLC licenses and decals and a passenger bill of rights, as well as to have their vehicles undergo a TLC inspection at our state-of-the-art, New York State DMV-certified Safety & Emissions facility. While the TLC was the first regulatory agency to ban the use of both handheld and hands-free cell phones in 1999, advancements in technology posed street enforcement challenges due to the usage of Bluetooth earpiece devices. Therefore, we worked together to provide training to our licensees about the dangers of distracted driving and to strengthen the penalties in our rules in order to address this major safety issue.

As directed by Mayor Bloomberg in his 2009 State of the City Address and Plan to Reform Mass Transit, we worked together to create new pilot programs to facilitate group and shared-ride scenarios to provide more efficient and economical transportation options for riders while lessening the environmental footprint of our regulated industries. We will establish group ride stands throughout Manhattan, at major transit hubs and vital residential areas, as well as at LaGuardia International Airport, where passengers will pay less, drivers will earn more, and additional transportation capacity will be available at peak times when the supply of taxicabs is limited. Also, a Request to Participate was released to test the operation of “livery stands” on private property throughout the five boroughs, which will provide more efficient and safe livery service in locations underserved by yellow taxicabs.

With regard to agency operations, this year we worked harder than ever to ensure the safety of both passengers and drivers throughout our regulated industries. We conducted extensive outreach with industry leaders and the public to highlight new regulations, policies and programs this year, and broke language barriers by providing valuable resources in five different languages. Our licensing and inspection facilities continue to



Matthew W. Daus
Commissioner/Chairman

Welcome by the Commissioner *(continued)*

see a reduction in waiting time for online appointments and vehicle inspections, despite the increased volume of transactions. We enhanced levels of customer service by continuing to streamline our operations and improve our facilities to better serve our diverse clientele.

Our achievements were shared with the international ground transportation community while hosting, for the first time ever, the International Association of Transportation Regulators' annual conference. New York City welcomed regulators and industry representatives from around the world, who enjoyed seminars focusing on cutting-edge technology and the strides New York City has made by using new technology to create a better riding experience for the hundreds of millions of riders served by New York City's taxi and for-hire vehicle industries each year. Not only were we privileged to host the IATR community here in our hometown, but I was personally honored to be elected the organization's President for 2009-2010.

In the coming year, the TLC will continue on its innovative track. The *Taxi of Tomorrow* program is in full gear with a Request for Proposals currently in the hands of original equipment manufacturers to develop a taxicab that better serves all members of the riding public, while improving driver safety and comfort. The Taxicab Passenger Enhancement Program (T-PEP) continues to evolve, improving convenience to passengers and drivers, as well as doubling drivers' tips from two years ago due to the significant increase in passengers paying fares with credit cards. We will continue to monitor the black car industry and work closely with them as they begin to recover from a year of economy-driven revenue losses.

Over the past eight years, we have worked together with our regulated industries to lay the groundwork and visualize the roadmap for innovations and progress that will resonate for decades to come, as our many projects grow and reach fruition over time. There have been some bumps in the road, and there will doubtless be more to come. In 2010 and beyond, however, we will continue to generate new concepts to further advance the TLC, our regulated industries, and our relationships with the riding public and international neighbors, and we will do our utmost to keep New York City moving more safely and efficiently than ever.

Sincerely,



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.”



To this end, the TLC

- Establishes licensing criteria, standards of conduct, and taxicab rates of fare;
- Licenses vehicles, drivers and businesses to provide for-hire services for passengers;
- Enforces all rules and regulations;
- Provides a fair and balanced forum to adjudicate rule infractions and consumer complaints;
- Develops a comprehensive transportation policy applicable to vehicles for-hire.

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 Chairman presides over the Board and acts as head of the agency, which carries out the Commission's day-to-day licensing, regulatory, enforcement, and adjudicatory functions. Members of the Commission are appointed by the Mayor of the City of New York, with the advice and consent of the City Council, 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.



Matthew W. Daus
Commissioner and Chairman

The TLC's salaried Commissioner/Chairman, Matthew W. Daus, was appointed in 2001 to fulfill the remainder of a term concluding January 31, 2003. In 2003, Commissioner Daus was re-appointed by Mayor Michael R. Bloomberg to serve a full term expiring January 31, 2010, and unanimously approved by the City Council's Committee on Rules, Privileges and Elections. The TLC Commissioner/Chairman presides over public meetings of the Commission, and serves as the Chief Executive Officer of the agency. Prior to his appointment as Chairman, he served as General Counsel since 1998, and as Special Counsel from 1996 to 1998.



Elias Arout

Re-appointed by the Mayor on the recommendation of the Staten Island delegation to the New York City Council, 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. Commissioner Arout was reappointed to a new term, which expires on January 31, 2015.



Harry Giannoulis

Appointed by the Mayor on the recommendation of the Queens delegation to the New York City Council in 1998, Commissioner Harry Giannoulis is a founding member of the Parkside Group, a governmental relations and public affairs consulting firm. Commissioner Giannoulis' term expired January 31, 2001, though he may continue to serve until replaced or reappointed.



Edward Gonzales

Appointed in September 2005 by Mayor Michael R. Bloomberg to a seven year term on the TLC, Commissioner Edward Gonzales is a mortgage specialist with Citigroup. Commissioner Gonzales' term expires January 31, 2012.



Jeffrey A. Kay

Commissioner Jeffrey A. Kay was appointed by Mayor Michael R. Bloomberg to serve on the TLC Board in 2007. He was appointed director of the Mayor's Office of Operations in March 2006, where he oversees publication of the Mayor's Management Report, helps manage the daily operations of city agencies and coordinates initiatives and special projects to improve the delivery of city services. Commissioner Kay's term expires on January 31, 2012.



Lauvienska Polanco

Lauvienska Polanco was appointed to the Manhattan seat of the TLC Board of Commissioners in 2007. Commissioner Polanco worked briefly as a mediator for insurance defense claims, before spending some years at a personal injury law firm. After that, she joined the New York State Unified Court System, first as a Court Attorney in the Lower Civil Court, and now in an elevated role as Principal Law Clerk at the Bronx Supreme Court. Commissioner Polanco was reappointed to a new term that expires on January 31, 2015.



Iris Weinshall

Appointed by Mayor Michael R. Bloomberg in 2003, Commissioner Iris Weinshall is currently Vice Chancellor for facilities planning, construction and management at CUNY. Prior to this, Commissioner Weinshall served as the Commissioner of the New York City Department of Transportation (DOT). Commissioner Weinshall also served a distinguished tenure as First Deputy Commissioner of the Department of Citywide Administrative Services. Commissioner Weinshall's term expires on January 31, 2010.



A TLC official (at podium) recounts the details of a taxicab driver's heroic actions.

Commission Meetings

The TLC holds regularly scheduled public meetings where regulatory actions are discussed and publicly heard, base license applications are reviewed, and staff deliver presentations on new and proposed policies, pilot programs, and regulations. In 2009, the TLC promulgated seven rulemaking actions. A few examples include regulations that will enhance safety and customer service in the for-hire vehicle industry, and banning use of portable electronic devices by drivers. This report contains a calendar of the specific actions taken at Commission meetings during this past year.



The TLC Board votes at a recent public meeting.

Scope of Regulated Industries

The New York City TLC is responsible for the licensing and regulation of the 13,237 medallion taxicabs currently authorized to accept hails from passengers within the five boroughs of the City of New York, as well as more than 40,000 other vehicles serving the public via pre-arrangement and radio dispatch. These “for-hire vehicles” (FHV) include community car service (or livery) vehicles, black cars, and luxury limousines with a seating capacity of up to 20 passengers. TLC also licenses and regulates paratransit vehicles (ambulettes) and commuter vans, which have a seating capacity of between nine and 20 passengers and are authorized to transport passengers within specific geographic zones via pre-arrangement. In addition to the aforementioned vehicles and drivers, the TLC licenses and regulates the businesses that manufacture, install, and repair the meters used in New York City taxicabs, brokers that assist buyers and sellers of taxicab medallions, and agents that operate taxicab medallions on behalf of owners. TLC-licensed vehicles are an essential part of the comprehensive transportation network of New York City. It is estimated that approximately 55,000 of these vehicles transport over 1.5 million passengers each day.

Chart: By the Numbers

Active Licenses: 161,898
(as of December 31, 2009)

Type of License Numbers

DRIVERS

Medallion Drivers	48,521
FHV Drivers	53,923
Other	3,399
Total Driver Licenses:	105,843

VEHICLES

Medallion	13,237
FHVs	39,065
Other	2,657
Total Vehicle Licenses:	54,959

BUSINESSES

Taxicab Brokers	24
Medallion Agents	63
Taxicab Meter Shops	27
Taxicab Meter Manufacturers	3
Total Business Licenses:	117

BASES

Black Car Bases	77
Community Car Services	485
Luxury Limousine Bases	180
Commuter Van Authorizations	45
Paratransit Bases	192
Total Base Licenses:	979



Welcome to the Bronx Zoo
Fourtenth
Road Gate
Monday - Friday: Self Parking Only
Please Use Network, and see
the Website

Agency Overview and Performance



TLC Web Site

The TLC's Web site — www.nyc.gov/taxi — is a valuable centerpiece in the agency's efforts to effectively communicate with its regulated industries. In 2009, the Web site received 2,192,434 visits. In addition to our ongoing efforts to enhance our customers' ability to conduct business via the Internet, we have continued to update the Web site on an almost daily basis, and have added new sections, including those with detailed interactive information pertaining to the new For-Hire Vehicle Accountability Rules, vehicle inspection schedules, and the agency's Rules Revision Project. As always, the Web site also includes such highlights as fully updated Transcripts and Minutes of all public meetings and PDF versions of all informational presentations made by the members of TLC staff.

Call Center

The TLC Call Center maintained a high level of answered calls in 2009 — an average of 9,200 per month. This is an increase of

3% compared to last year's average. The average wait time that consumers and drivers must wait to speak to an agent averaged approximately three minutes. In addition to providing information to passengers and drivers, a staff member is assigned the task of conducting searches for property lost by passengers utilizing the new technology systems that are now in all taxicabs (T-PEP). T-PEP, or the Taxicab Passenger Enhancement Project, has produced technological strides leading to improvements in the TLC's ability to



The TLC's Consumer Call Center, hard at work.



Announcing Nassau County's eligibility for reciprocity were (left to right) Nassau's Enforcement Chief Joseph Chierchio, Nassau TLC Commissioner Roger C. Bogsted, NYC TLC Commissioner Matthew W. Daus, Westchester TLC Commissioner Barbara Z. Monohan, TLC Enforcement Chief Ronald Sobers and TLC Uniformed Services Lieutenant Martin Wattenberg.

locate lost property. Approximately 2,034 searches have been conducted in 2009, and due to the new technology, 384 lost items have been recovered and returned to passengers.

Agency Budget and Headcount

The TLC's Fiscal Year 2009 operated on a modified budget of \$29,194,919 (\$21,770,220 for Personal Services and \$7,424,699 for Other Than Personal Services). The TLC had an authorized headcount of 404 for Fiscal Year 2009. The Fiscal Year 2010 budget is \$29,843,230 (\$22,865,565 for Personal Services and \$6,977,665 for Other Than Personal Services), with an authorized headcount of 404.

Adjudications

A total of 83,545 summonses were adjudicated in 2009 by the Taxi and Limousine Commission's Administrative Tribunal, covering 93,329 violations. Over 5,200 appeals decisions were issued and 17 new Administrative Law Judges were appointed and given extensive training. The Division introduced teleconferencing between the TLC's Staten Island satellite office and Long Island City's Adjudications facility, which allows respondents who received summonses to hold hearings at the Staten Island office rather than make a personal appearance at the TLC's Long Island City location. In 2009, Adjudications conducted 1,645 consumer complaint hearings via teleconference.



TLC's Chief Administrative Law Judge (at right) administers the Oath of Office to a new class of judges.



TLC's Commissioner Matthew W. Daus, Mayor Michael R. Bloomberg, and council members at the commuter van Passenger's Bill of Rights bill signing ceremony.

There was also a successful launch of videoconferencing, which adds a video component to the teleconferencing process (respondents can indicate their preference for either teleconferencing or videoconferencing). In addition, Adjudications successfully launched a Docketing Program, in conjunction with the Civil Court of the City of New York, which resulted in approximately 7,000 decisions being converted into judgments representing close to \$2 million in collectible debt. Lastly, the Language Line initiative was introduced, which is a free translation service that covers 189 languages available to respondents or witnesses at hearings held at TLC Courts in Manhattan and Long Island City, as well as to anyone engaging in business at the TLC's Licensing Division. As of January 10, 2010, 386 calls have been placed through Language Line, granting numerous individuals free over-the-phone interpretations in languages such as Spanish, Russian, Mandarin, Bengali, Cantonese, Korean, Punjabi, Urdu, and Polish.

Licensing Division

The TLC's Licensing and Standards division had a particularly productive year in 2009, which included creating and implementing policies and initiatives that have further streamlined operations and improved customer service. The Division had a 5% decrease in total driver-related application volume over the 2008 levels. However, total applications processed have increased 5% from two years ago in 2007. Also, the Division continues to excel in customer service by providing our licensees with more options to process and pay for their transactions, as well as providing them with a service-friendly environment. Significant enhancements have been made to TLC's Staten Island satellite office,



The Licensing Division, shown here, is seeing less foot traffic due to streamlining efforts.



including new signage, counters and flooring. In addition, Video/ Teleconferencing is currently available to licensees who receive summonses and do not wish to travel to Long Island City for a hearing. The most recent technological advancement brought to the facility has been the introduction of LiveScan advanced fingerprinting and photo-imaging technology. The Licensing Division expects to complete additional upgrades to the satellite throughout 2010.

From left to right, Staten Island Licensing Facility Director Andrew Zammitto and Staten Island Commissioner Elias Arout, welcome the addition of new electronic fingerprinting equipment, which has expedited the licensing process.

Base Application Processing

The base unit had another successful year, with almost 100% of all bases renewing before their expiration date. In 2009, the Division

continued the procedure begun in 2007 of emailing a representative from each City Council member's office the list of all livery applications submitted to the TLC each month, so the Division can bring all livery applications in the for-hire vehicle industry before the Commission in a timely fashion. The base unit maintains its excellent working relationship with Enforcement and they jointly work to monitor all TLC licensed bases, making many field visits to inspect new and licensed bases.

Customer Service

The Licensee Support/Customer Service Unit continues to be a major factor in helping to foster a higher level of customer relations by providing applicants and licensees with better access to information. The unit has been so successful that its headcount was increased in 2009 with customer service representatives who are the first people to greet and interface with new and existing applicants as they enter the facility. The greeters assist applicants with their questions and conduct a thorough review of the applicant's documents and application to determine if an item is missing or a document is incomplete. They are

LIVERY PASSENGER'S BILL OF RIGHTS

YOU MUST CALL A CAR SERVICE TO TAKE THIS CAR STREET MARKS ARE NOT ALLOWED.

Call 311 to contact the TLC with any complaints or concerns about your ride.



You have the right to:

1. Ride in a car that is clean, in good condition, and has passed all Required Inspections;
2. Be driven by a TLC-licensed driver in good standing whose license is clearly displayed;
3. A safe and courteous driver who obeys all traffic laws;
4. A quiet trip free of horn-honking and audio/radio noise;
5. Receive a fare quote from the dispatcher and pay that amount for your ride (unless the trip changes);
6. A driver who does not use a cell phone while driving (hand-free phones are not permitted);
7. A smoke and scent free ride;
8. Air conditioning or heat on request;
9. Working seatbelts for all passengers - please use them!
10. Not share a ride, unless you want to;
11. Be accompanied by a service animal;
12. Decline to tip for poor service.

The new Passenger's Bill of Rights that is displayed in all TLC-licensed livery vehicles.



In 2009, the TLC passed new rules that required this new decal to be displayed on both the rear quarter windows in livery and black car vehicles.

This decal shows that the vehicle is licensed by the TLC.

equipped with two mobile carts with fully functional laptops and printers that allow them an increased level of access to the client's information. In addition, some of the greeters are trilingual and bilingual, which enhances the Division's ability to better serve its clientele. Additional customer-friendly efforts have included new signage that provides better information on the location and type of services available and the use of the language line services from the TLC's Adjudications Division (more information about the language line service can be found in the Adjudications section).

For-Hire Vehicle Inspections

As a result of the FHV Accountability Rules passed by the Commission on April 16, 2009, the Division modified its scheduling and application processing procedures and, to better meet the needs of its clients, opened up a Licensing Office at the TLC's Woodside, Queens facility. Bases can now request an appointment online for various types of vehicle applications in order to have their vehicle inspected prior to serving the public. The staff located at Woodside is responsible for processing various vehicle applications

such as New Appointment and Vehicle Transfers for non-TC plated vehicles, and Base and Vehicle Transfers for TC plated vehicles. In addition, the Division developed a new internal scheduling program to properly split the scheduling of vehicles between the Long Island City and Woodside facilities, and modified the agency's Web site with a new appointment request form that provides for a cleaner interface for the requesting base. Once an appointment request is submitted, the base will receive a confirmation within 48 hours of the vehicle's appointment via fax or e-mail. In addition, a schedule of confirmed appointments is also available on the TLC's Web site.

Driver Educational Requirements

In Spring of 2009, the TLC released a Request for Information (RFI) to enhance the current educational training program in order to further professionalize driver licensees to deliver even more exceptional services to the riding public. The goal is to improve the education system and enhance the requirements that need to be met for licensure and the continuing education process in order to develop a more professional workforce.



NYC TLC's DMV-certified inspection facility is acknowledged as the most advanced facility of its kind in the nation.



NYC TLC Commissioner Matthew W. Daus (at podium) joins Queens District Attorney Richard Brown (center) and PANYNJ Executive Director Christopher Ward in announcing the arrest of 18 airport hustlers, thanks to tougher new laws.

\$3.00 INITIAL FARE

+ \$0.40 PER 1/5 MILE & MINUTE EXCESS

\$1.00 MONDAY-FRIDAY, 4-8PM

\$0.50 NIGHTS, 8PM-6AM

\$45 FLAT FARE BETWEEN MANHATTAN & JFK

Enforcement Division

The TLC's Uniformed Services Bureau (USB) continued in its efforts to protect the public during 2009. The agency's principal undercover enforcement initiative, "**Operation Refusal**," which measures the compliance of taxicab drivers with the laws, rules and regulations that prohibit their refusal of service to the riding public under any but a select few circumstances, tested 3,665 taxicab drivers in 2009. This testing yielded a 95.28% compliance rate, an improvement of almost 2% since 2007 when the compliance rate yielded 93.80%.

"**Operation Street Hail**," another signature undercover initiative testing for-hire drivers' compliance with regulations requiring their services to be delivered via pre-arrangement, resulted in the issuance of 708 summonses for illegal activity in 2009.

An undercover initiative called "**Operation Secret Rider**" has been successful in monitoring drivers' delivery of customer service, ensuring that the Passenger Bill of Rights is adhered to, and that there is compliance with important elements of service — such as the option to pay for fares by credit card, riding in a clean cab and drivers not talking on a cell phone while driving. In 2009, there was a 93%





The TLC swears in another class of New York's Proudest.



An Inspection Officer performs an emissions test on a NYC taxicab.

compliance rate, an improvement of 1% over last year's compliance rate of 92% — when the initiative was first introduced.

In addition, USB worked closely with Constituent Affairs as well as Licensing and Standards on the for-hire vehicle rules that were passed in

2009. Prior to some of the rules' effective dates, the Unit mailed and delivered new decals to all licensed for-hire vehicle bases. In addition, the Bureau's certified Safety and Emission's facility, located in Woodside, Queens, began to conduct TLC and DMV safety inspections on all licensed vehicles in the FHV and Commuter Van Industry.

Lastly, to continue protecting the riding public, in 2009 the TLC passed additional rules to raise penalties for any licensed TLC driver who uses a handheld or hands-free device while driving. In 1999, the TLC was the first regulatory agency to ban the use of mobile devices by its driver licensees.

However, due to new advancements in technology such as Bluetooth, additional rulemaking became necessary to overcome street enforcement challenges. Strict enforcement on the new Distracted Driver Rule package will take place throughout 2010.



A For-Hire Vehicle undergoes TLC's state-of-the-art inspection process.



New York City's iconic yellow medallion taxicab.

Rulemaking Actions – 2009

Commission Meeting	Subject	Status
February 12, 2009	Delay black car rules one year	Effective March 20, 2009
	TATC chapter 14	Conditionally approved 2/12/09
	TATC chapter 15	Conditionally approved 2/12/09
	TATC chapter 19	Conditionally approved 2/12/09
March 26, 2009	Hybrid incentives and lease reforms	Effective May 1, 2009
	Long-term leases	Tabled
	Repeal special inspection requirements	Effective May 4, 2009
	TATC chapter 2	Conditionally approved 3/26/09
	TATC chapter 13	Conditionally approved 3/26/09
April 16, 2009	FHV markings, inspections and reforms	Effective July 2, 2009
	TATC chapter 12	Conditionally approved 4/16/09
May 28, 2009	TATC chapter 6	Conditionally approved 5/28/09
June 18, 2009	TATC chapter 10	Conditionally approved 6/10/09
July 16, 2009	TATC chapter 17	Conditionally approved 7/16/09
September 17, 2009	MTA taxi tax	Effective October 25, 2009
	TATC chapter 7	Conditionally approved 9/17/09
	TATC chapter 11	Conditionally approved 9/17/09
October 16, 2009	TATC chapter 4	Conditionally approved 10/16/09
November 19, 2009	TATC chapter 18	Tabled
December 17, 2009	Use of portable electronic devices	To be effective 1/29/10
	LaGuardia group ride repeal	To be effective 1/29/10
	TATC chapter 18	Conditionally approved 12/17/09

Accessible and Alternative Fuel Vehicles by Make and Model – 2009



Vehicle Make and Model	LL54 Class	Total as of 12/31/09	Total as of 12/31/08	Total as of 12/31/07
Saturn Vue (SUV) Hybrid	CA2	0	0	1
Dodge Caravan (Minivan) (Accessible)	WAV	140	140	16
Ford Freestar (Minivan) (Accessible)	WAV	1	4	27
Chevrolet Uplander (Minivan) (Accessible)	WAV	0	0	40
Toyota Sienna (Minivan) (Accessible)	WAV	99	93	
Ford Escape (SUV) (Hybrid)	CA2	2248	1319	515
Honda Civic (Hybrid)	CA1	2	2	1
Lexus RX 400H (SUV) (Hybrid)	CA2	4	3	2
Mercury Mariner (SUV) (Hybrid)	CA2	6	6	6
Toyota Camry (Hybrid)	CA1	254	112	25
Toyota Highlander (SUV) (Hybrid)	CA2	148	122	76
Toyota Prius (Sedan) (Hybrid)	CA1	68	135	90
Nissan Altima (Hybrid)	CA1	223	73	12
Chevrolet Malibu (Hybrid)	CA1	90	71	N/A
Volkswagen Jetta (Diesel)	CA2	17	0	0

Projects, Initiatives and Events

TLC Rules Revision Project

In 2009, the TLC continued to work with TATC, a company that specializes in government rule assessment and consulting, to redraft the existing rules into plainer, clearer language. The process has been to collect information from within the agency and from industry stakeholders, and then translate existing rules into plain language and reorganize them to make them easier to understand.

In 2009, the Commission conditionally passed thirteen chapters of the new rules after public hearings and feedback from the public and the industry were submitted. The agency expects to complete the revision and re-writing phase of the project and have an improved new set of rules ready for final approval in mid-2010.

The TLC Rules Project has three phases:

Phase 1 (Research)

TATC met with TLC commissioners, staff, and industry stakeholders to learn about the industry and agency and stakeholder needs. This phase was completed in early 2008.

Phase 2 (Revision)

TATC will revise and reorganize existing TLC rules and regulations into plain language to make them easier to understand, and to ensure consistency across chapters. No major substantive changes will be made during this phase. Phase 2 is in progress now, with the TLC soliciting industry feedback on the work that has been done. As of the time of the preparation of this report, six completed chapters have been posted in a special project-specific area of the agency's Web site for review and comment. These include chapters covering such areas as Taximeters, the Sale of Medallions, Taxicab Agents and Brokers, Rules Governing the TLC, and Industry Representatives.

Phase 3 (Recommendation)

In Phase 3, TATC will create handbooks of the rules for TLC licensees to use as a guide, which will further professionalize drivers and enhance services to the riding public.

Customer Service Week

From October 5–9, 2009, the TLC celebrated Customer Service Week throughout the agency as a reflection of a Citywide initiative to recognize the people whose job it is to provide quality customer service in government. The theme of the week was “A Call to Excellence.” Commissioner Matthew Daus and senior staff



TLC Commissioner/Chair Matthew W. Daus awards TLC Customer Service Representative Ophelia Mondesire with an “Employee of the Year” award.

took the opportunity to thank staff for their customer service efforts through contests, prizes and acknowledgement ceremonies. Supervisor for the TLC’s Licensing and Standards Division, Fabian Cancel was named as TLC’s recipient of the Mayor’s Office *Citywide Excellence in Customer Service Award* for his outstanding record in providing customer service.

International Association of Transportation Regulators

The International Association of Transportation Regulators (IATR) is an organization of transportation professionals representing the most active governmental regulators of taxicabs and for-hire vehicles, as well as the industries supporting them. Always considered a prestigious event, New York City was the site of the IATR’s annual conference in 2009, held at the Brooklyn Bridge Marriott and hosted by the TLC. *Technology* was the theme of the conference, one that flowed naturally from both the record compiled over the years by the IATR and that of its TLC host, heralded over the years for its breakthrough thinking, planning and implementation as a regulator in the for-hire vehicle field.



1



2

1. IATR attendees observe an informative panel during the first day of the conference.
2. Brooklyn Borough President Marty Markowitz (center) presents a welcoming proclamation to outgoing IATR President Malachi Hull (at right) and incoming IATR President Matthew W. Daus (at left).
3. Commissioner/Chair Matthew W. Daus welcomes panelists David Pogue, Personal Technology columnist for the New York Times; WABC-TV President and General Manager Rebecca Campbell, Verifone Transportation Systems President Amos Tamam, Verizon Wireless Marketing Director Lindsay Notwell, and Chief Scientist/Co-Founder of the Columbia University Machine Learning Laboratory Dr. Tony Jabara.



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1. World-famous New York Times columnist, and author of the Missing Manual book series David Pogue (at left) accepts a grateful thank you from TLC Chief of Staff Ira Goldstein for moderating the IATR conference's panel on new technology, which anchored the week's events.
2. TLC Board Commissioner Edward Gonzales (from far left) stands with TLC Commissioner/Chair Matthew W. Daus, Apollo's *Dreamgirls* star Adrienne Warren and Sam Davis, and Malachi Hull, former IATR President.
3. TLC Commissioner and IATR President Matthew W. Daus "rocks out" with famed Saturday Night Live sax player Lenny Pickett at the IATR's annual gala dinner.
4. IATR members visit a state-of-the-art local black car operation as part of their annual Conference, held for the very first time in New York City.
5. The International Association of Transportation Regulators Board of Directors celebrates its annual gala on the rooftop gardens overlooking Rockefeller Center.

Held September 13-16, 2009, the conference featured informative panel discussions on numerous technology-related applications, among them in-vehicle cameras of various types; vehicle dispatch technology; meter technology; electronic fingerprint technology; handheld summons technology; Internet media training; and the use of government information hotlines, Web sites and the Internet by regulators. One of the panels was moderated by David Pogue, the highly respected *New York Times* Personal Technology columnist, which added to the top-flight professionalism of the event—and to the educational nature of an organization like the IATR, which functions year-round to keep the public and business community informed about ways transportation regulators can work most effectively.

Beyond the daily operating sessions at the conference, attendees were offered tours of both TLC facilities located in Long Island City and Woodside, where they enjoyed a first-hand review of the licensing procedures, administrative hearings, and safety and emission inspections. Also at this year's conference, TLC Commissioner and Chairman Matthew Daus formally became the new President of the IATR. Prior to becoming

President, Chairman Daus served as Chairman of IATR's Education Committee. In 2010, IATR's annual conference will be held in Chicago. More information about the organization and the conference is available at www.iatr.org

Driver Recognition Ceremony

The TLC has traditionally held an annual Drivers Recognition Day to acknowledge stand-out performances by New York City taxi drivers. However, in 2009, the first IATR/TLC Driver Recognition Ceremony occurred and included exceptional taxicab drivers from various cities around the United States and Canada. A total of 20 drivers were spotlighted, and their achievements were wide and varied. Some returned possessions lost by passengers; some went out of their way to assist pedestrians in need; some played a role in apprehending lawbreakers; some simply exhibited a little extra care and kindness when dealing with troubled or ill passengers, and one may have even saved a passenger's life by donating his kidney. All did *something* worthy of recognition—and they were all recognized by their colleagues and by the international ground transportation community.



TLC's Staten Island Commissioner Elias Aroust (right) and TLC Commissioner/Chair Matthew W. Daus (center) award Jack Dym with IATR's "Lifetime Achievement" award.

Seven New York City taxi drivers received awards: Jack Dym, Lifetime Achievement Award; Deniz Getting, Integrity Award; Fabio Peralta, Mobile Muse Award; Haron ur Rashid, Integrity Award; Gulam Mustafa, Role Model Award; Tareque Ahmed, Integrity Award; and Sergio Castillo, Humanitarian Award. A listing of award-winning drivers from other cities includes: Kebede Teshome, St. Louis (Humanitarian Award); Stephen Belcher, Atlanta (Lifetime Leadership Award); Clarence Drew, Washington, D.C. (Humanitarian Award); Steve Wiedersberg, Chicago (Lifetime Leadership Award); Abdinasir Kahin, Chicago (Heroism Award); Celso Flores, Chicago (Access For All Award); Terry L. Jones, Atlanta (Role Model

Award); Sam Khaddage, Ottawa (Access For All Award); Balwinder Singh Gill, Manitoba (Heroism Award); Hosiar Singh Gill, Manitoba (Integrity Award); Walter Wolff, Jr., Atlanta (Lifetime Achievement Award); Balwinder Dhanoa, Edmonton (Role Model Award); and Thomas Chappell, Phoenix (Driver of the Year).

Ben Bailey, host of Discovery Channel's popular Cash Cab show, emceed the ceremony honoring all the drivers. Another ideal aspect of the ceremony was the performance of two musicians—Ann Roggen, violist and Hahn-Bin, violinist — whose highly valuable instruments, inadvertently left in taxicabs, were returned courtesy of both driver thoughtfulness and advanced GPS technology. Both presented the audience with beautiful musical expressions of their appreciation.

Lastly, a proclamation was sent by Mayor Michael R. Bloomberg, which officially declared September 16, 2009 to be "Driver Recognition Day" in the City of New York and called on the passengers of taxis and for-hire vehicles to be appreciative of the service provided by drivers.



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1. Malachi Hull, former IATR President (left), and TLC Commissioner/Chair & IATR President, Matthew W. Daus (right), award Thomas Chappell (center) with the IATR/TLC "Driver of the Year" award.
2. Malachi Hull, former IATR President (far left), TLC Commissioner/Chair Matthew W. Daus (near right), award NYC taxicab driver Deniz Getting (far right) for finding Anne Roggen's (near left) \$66,000 viola.
3. TLC Commissioner/Chair Matthew W. Daus (center) and *Cash Cab* host Ben Bailey award taxicab driver Fabio Peralta with the "Mobile Muse Award" for engaging taxi passengers with his artistic endeavors.
4. Taxicab drivers from the United States and Canada accept awards and a Proclamation sent by New York City's Mayor Michael R. Bloomberg.



4



Virtuoso violinist Hahn-Bin performs for (from right) TLC Investigator Azam Kifaieh, technology team member Sam Shady, and an NYPD detective involved with the search. Hahn-Bin's \$650,000 violin was left in a taxicab and found within hours, thanks to the TLC's new technology systems.



Australian Idol winner Guy Sebastian treats TLC staffers to an impromptu concert to say thank you for finding the valuable guitar and equipment he had left in a taxicab a few nights before.

Taxicab Passenger Enhancement Program

The year 2009 brought the Taxi Passenger Enhancement Project (T-PEP) to new phases, since the initiative began in 2004 when the Commission granted a 26% taxicab fare increase, which was linked to a series of technology-based customer service improvements for passengers. In late 2008, the system was installed in all 13,000 plus taxicabs. The system includes a passenger monitor that displays live maps, the ability to text message the driver, and technology to

generate electronic trip sheets. In addition, the system has technological enhancements such as a credit/debit card machine via the Passenger Information Monitor (PIM), which also provides Public Service Announcements (PSAs) as well as a wide variety of information such as sports scores, news, weather, movie and restaurant reviews and unique entertainment content.

The system also includes Driver Information Monitors (DIMs), which have been vital to the safety of taxicab drivers and their day-to-day operations of transporting the riding public. The DIMs allow drivers to receive various types of text messages (one-way only) including fare opportunities, traffic and emergency information, rules and regulation reminders, and provides direct contact concerning lost property searches. However, for the purpose of safety, drivers are able to retrieve text messages only when the vehicle is not in motion, and are sent via secure Internet portals by the various fleets, agents, owners, and the TLC.

Due to the success of the program, on April 14, 2009, the TLC issued a Request for Information (RFI) to seek input and fresh ideas from the public and pertinent industries



such as those dealing with taxis and for-hire vehicles, credit cards, GPS, and various media related companies. Since the RFI submission deadline, the TLC has been analyzing the responses and looks forward to the next steps in further enhancing the current T-PEP system.

While T-PEP currently provides service to all taxicab passengers and drivers, the TLC ensures the highest level of security to the system is met. Therefore, the agency's Uniformed Services Bureau has been charged with the responsibility of overseeing compliance with T-PEP-related regulations and performing ongoing field testing of the systems.



Taxi of Tomorrow Project

In December of 2009, it was announced that the New York City Department of Citywide Administrative Services would be issuing, on behalf of the TLC, a Request for Proposals (RFP) for the *Taxi of Tomorrow* project—part of a major effort to upgrade today's taxi fleet in order to better meet the requirements and desires of passengers, drivers, owners, and the city in general. The RFP follows several initiatives in recent years, including



Taxi '07 (a design-oriented celebration of New York's taxicab centennial featuring an exhibition of prototypical future taxicabs), and a Request for Information (RFI) that asked the automotive industry to explain what it considers to be possible. Of course, the *Taxi of Tomorrow* brings together many Bloomberg Administration goals, among them increasing the number of fuel-efficient and wheelchair accessible taxicabs, as well as the enhancement of passenger comfort amenities.

The RFP will represent a new way to bring taxicabs into the market, seeking a highly qualified manufacturer with the knowledge and relevant experience to bring to reality the TLC's and its stakeholders' vision of what the next generation of taxicabs ought to be. That vision is a very specific one, calling for taxicabs that meet the highest safety standards; offer passengers a superior riding experience

and drivers greater comfort and amenities; have an appropriate purchase price, as well as ongoing maintenance and repair costs; leave a smaller environmental footprint (lower emissions, improved fuel economy) and a smaller physical footprint (more usable interior space); accessibility for *all* users; and an iconic design that will come to say "New York City" to one and all.

The successful respondent to the RFP is expected to have the right to provide, *exclusively*, the quintessential New York City taxicab for a full ten years. This is an incentive that will no doubt create real interest and keen competition, the combination of which promises to ultimately result in a safer, cleaner, more convenient and comfortable taxicab that ideally fits the *Taxi of Tomorrow* designation so desired. The TLC expects to have the new taxicabs serving the riding public by the end of 2013.



TLC Commissioner/Chair Matthew W. Daus visits the John F. Kennedy holding lot to speak with medallion taxicab drivers.



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