



TAXI AND LIMOUSINE COMMISSION

David Yassky, Commissioner/Chair

Key Public Service Area

- ✓ Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards, and licensing requirements.

Scope of Agency Operations

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire service and ensures public safety. TLC licenses and regulates 13,237 medallion taxicabs, 39,462 for-hire vehicles, 2,479 paratransit vehicles, 410 commuter vans, and 109,644 drivers. The Commission also regulates 29 taximeter shops, 26 taxicab brokers and 70 taxicab agents, and sets fares charged by medallion taxicabs.

Critical Objectives

- Promote industry standards through an efficient licensing process.
- Improve compliance with rules and regulations through ongoing monitoring.
- Increase compliance with safety and emissions standards through timely inspections.
- Promptly respond to consumer complaints and inquiries.

Preliminary Performance Highlights

- On average, TLC issued licenses to both medallion and for-hire vehicle (FHV) drivers more quickly. License issuance times decreased by four days for medallion drivers to 51.8 days, and by more than three days for FHV drivers to 16.8 days compared to the same period in Fiscal 2011.
- Average wait time at the Long Island City licensing facility rose by five minutes to 20 minutes. The longer wait time is attributed to a more than 41 percent increase in the number of customers and a reduction in staffing levels.
- During the first four months of Fiscal 2012 TLC continued to focus its enforcement efforts on illegal street hails. This resulted in the issuance of 4,139 summonses to drivers for illegal street hails, some 2,900 more than were issued in the same four-month period last year.
- As part of its Operation Refusal enforcement program, TLC staff work undercover to test whether medallion drivers follow TLC rules for providing service regardless of a passenger's destination, ethnicity, or disability status. Of the 204 drivers who were tested, approximately 30 percent were not in compliance with these rules.
- The percent of medallion taxis failing initial safety and emissions inspections decreased from 41.1 percent to 35 percent. Re-inspection failure rates also declined, from 10.8 percent to 9.3 percent. The lower failure rates follow an October 2010 change in TLC's policy which established a \$35 fee for each reinspection, creating a financial incentive for owners to ensure vehicles are in passing condition before being brought to TLC's inspection facility.
- The average time between receiving a consumer complaint and its being scheduled for a hearing or otherwise resolved grew from 31 to 34 days for complaints about medallion drivers, and from 27.9 to almost 35 days for FHV drivers. Overall resolution times have increased largely due to TLC's ongoing efforts to address a backlog of older complaints. Since the end of Fiscal 2011, however, average times have improved considerably – by approximately 10 days – as the agency added resources and made changes to the complaint process.



Performance Report

- ✓ Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards, and licensing requirements.

Performance Statistics	Actual			Target		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	FY13		
★ Average days to receive a medallion driver's license from initial application	55.1	53.4	55.2	*	*	55.8	51.8
★ Average days to receive a for-hire vehicle driver's license from initial application	20.0	19.9	16.5	*	*	20.0	16.8
★ Average wait time at Long Island City licensing facility (hours:minutes)	0:20	0:20	0:18	0:25	0:25	0:15	0:20
Car stop compliance rate (Medallions and for-hire vehicles) (%)	36%	52%	24%	*	*	37%	NA
★ For-hire vehicle base inspection compliance rate (%)	42%	43%	45%	*	*	49%	NA
Medallion enforcement: Operation Refusal compliance rate (%)	NA	NA	NA	*	*	NA	70.3%
Street hail summonses issued to non-medallion vehicle drivers	991	1,323	6,507	*	*	1,198	4,139
Unlicensed for-hire vehicle bases - Padlock proceedings initiated	59	29	28	*	*	7	5
Medallion safety and emissions inspections conducted	56,812	55,744	53,362	*	*	18,283	17,241
★ Medallion safety failure rate							
- Initial inspection (%)	NA	15.6%	13.7%	*	*	15.3%	11.6%
Medallion safety and emissions failure rate							
- Initial inspection (%)	42.3%	42.1%	38.4%	*	*	41.1%	35.0%
- Re-inspection (%)	13.2%	12.8%	9.7%	*	*	10.8%	9.3%
★ Percent of medallion safety and emissions inspections completed on time	92.2%	95.5%	94.4%	*	*	95.6%	95.1%
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:09	1:12	1:11	*	*	1:09	1:16
Medallion summonses for non-inspection	2,233	1,964	1,929	*	*	645	641
Average time to close a consumer complaint (calendar days)							
- Medallion	26.5	34.1	44.0	*	*	31.0	34.0
- For-hire vehicle	28.2	31.3	44.3	*	*	27.9	34.8

★ Critical Indicator "NA" - means Not Available in this report

Agency Customer Service

The Taxi and Limousine Commission provides service to its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	TLC	Citywide	TLC	Citywide	TLC Change	Citywide Change
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12
Average call wait time (min:sec)	4:56	1:38	6:08	1:47	24%	10%
Average response time for email correspondence (days)	24	5	6	8	-75%	60%
Average response time for letters/mail correspondence (days)	14	11	11	9	-21%	-18%
Service requests meeting expected time of action (%)	91.2%	82.2%	92.9%	89.7%	2%	9%
Number of 311 inquiries (to MMR agencies)	51,010	2,467,532	45,928	2,245,344	-10%	-9%



311 Customer Service Center Requests for Services

	Total Jul-Oct FY11	Target - FY11 Days to Action	Actual - Jul-Oct FY11 Days to Action	% Meeting FY11 Target	Total Jul-Oct FY12	Target - FY12 Days to Action	Actual - Jul-Oct FY12 Days to Action	% Meeting FY12 Target
<i>Top Service Requests</i>								
<i>For Hire Vehicle Complaint</i>	703	14.0	3	100%	763	14.0	15.4	92%
<i>Lost Property</i>	24,425	7.0	3	90%	16,491	7.0	2.5	94%
<i>Miscellaneous Comments</i>	82	14.0	55	13%	64	14.0	9.1	75%
<i>Request for Information</i>	436	14.0	60	14%	414	14.0	9.3	82%
<i>Taxi Complaint</i>	7,006	14.0	3	100%	6,176	14.0	10.8	91%

311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of TLC Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of TLC Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Top TLC-related Inquiries</i>						
<i>Lost Property in a Taxi - Medallion Number Unknown</i>	NA	NA	NA	14,496	32%	1
<i>Lost Property in a Taxi - Medallion Number Known</i>	NA	NA	NA	12,828	28%	2
<i>Lost Property in a Taxi - Medallion Number Not Found by 311</i>	NA	NA	NA	3,127	7%	3
<i>Taxi Complaint - Pick-Up Refused</i>	1,814	4%	3	2,325	5%	4
<i>Taxi Complaint - Rude or Discourteous</i>	1,670	3%	5	1,352	3%	5

Agency Resources

<i>Agency Resources</i>	A c t u a l			September 2011 MMR	Updated		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	FY12	FY12 ¹	FY13 ¹	FY11	FY12
<i>Expenditures (\$ millions)²</i>	\$28.9	\$30.1	\$30.2	\$38.4	\$38.4	\$60.3	\$10.4	\$11.0
<i>Revenues (\$ millions)</i>	\$60.1	\$39.7	\$43.3	\$43.1	\$38.1	\$1,051.5	\$10.6	\$8.3
<i>Personnel</i>	435	432	436	569	589	591	426	412
<i>Overtime paid (\$000)</i>	\$459	\$1,059	\$687	*	*	*	\$188	\$244

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

- Four-month Fiscal 2012 data for the metrics 'Car stop compliance rate (Medallions and for-hire vehicles) (%)' and 'For-hire vehicle base inspection compliance rate (%)' have not been included in the Fiscal 2012 Preliminary Mayor's Management Report (PMMR). As a result of changes in enforcement strategy, TLC conducted significantly fewer car stops and inspections of for-hire vehicle bases. Consequently, the compliance rates for July to October 2011 are not comparable to the rates



for July to October 2010 since they are based on different criteria and significantly smaller samples. TLC and Operations are currently evaluating these indicators.

- Calculation of the data for the indicator ‘Medallion enforcement: Operation Refusal compliance rate (%)’ has been revised. Previously reported data was based on the number of service refusal tests conducted. The calculation is now based on the number of drivers tested, which more accurately reflects driver compliance with TLC rules. Revised data for prior years is not available.
- Four-month Fiscal 2011 data for the indicator ‘Medallion safety failure rate – Initial inspection (%)’ has been corrected to 15.3% from 41.4%.
- Effective July 2011 management of TLC’s administrative tribunal was transferred to the Office of Administrative Trials and Hearings. Consequently, beginning with the Fiscal 2012 PMMR, the following indicators have been eliminated from TLC’s chapter:
 - Average age of open summonses (calendar days)
 - Average time from a consumer’s request for a hearing to the hearing close date (calendar days)
 - Average time to process a hearing decision (minutes:seconds)

For more information please visit the website at: www.nyc.gov/tlc