

# TAXI AND LIMOUSINE COMMISSION

Indicator name:	Average days to receive a medallion driver's license from initial application
Description:	The average time, measured in calendar days, to issue a medallion driver's license from the date the applicant initiated the application process to the time the license is issued; this includes the time needed by the applicant to complete all requirements, such as taxi school, as well as the time by TLC to process the application.
Source:	TLC Licensing Division.
Indicator name:	Average days to receive a for-hire vehicle driver's license from initial application
Description:	The average time, measured in calendar days, to issue a for-hire vehicle driver's license from the date the applicant initiated the application process to the time the application is issued; includes time needed by an applicant to complete all requirements as well as time by TLC to process the application.
Source:	TLC Licensing Division.
Indicator name:	Average waiting time at Long Island City licensing facility (hours:minutes)
Description:	Average number of hours/minutes a licensee/applicant waited at the licensing facility from the time the licensee/applicant receives a Q-Matic ticket to the start of service by a TLC customer representative.
Source:	TLC Licensing Division.
Indicator name:	Car stop compliance rate (Medallions and for-hire vehicles) (%)
Description:	The number of medallions and for-hire vehicles in compliance with TLC standards and regulations divided by the total number of vehicles inspected by Enforcement as part of car-stop inspections.
Source:	TLC Enforcement Division.
Indicator name:	For-hire vehicle base inspection compliance rate (%)
Description:	The number of for-hire vehicle bases in compliance with TLC standards and regulations divided by the total number of bases inspected by Enforcement as part of base inspections.
Source:	TLC Enforcement Division.
Indicator name:	Medallion enforcement: Operation Refusal compliance rate (%)
Description:	The number of medallion drivers who complied with service refusal rules divided by the number of drivers tested as part of Operation Refusal. The Operation Refusal program uses undercover TLC inspectors and other undercover TLC employees as prospective taxicab passengers to test driver compliance with the rules regarding service refusals. These rules prohibit a driver from refusing to transport a passenger unless a very narrow set of justifiable grounds have been satisfied. Grounds for refusal do not include the distance/nature of a passenger's requested destination, his or her disability status, or his or her race/ethnicity.
Source:	TLC Enforcement Division.

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Indicator name:	Street hail summonses issued to non-medallion vehicle drivers
Description:	The number of summonses issued to non-medallion drivers, including for-hire vehicle drivers, drivers of commuter and paratransit vans, and any other driver who does not have a medallion and picks up a street hail. Only medallion drivers are legally allowed to pick up street hails.
Source:	TLC Enforcement Division.
Indicator name:	Unlicensed for-hire vehicle bases - Padlock proceedings initiated
Description:	The number of cases in which TLC began proceedings to padlock unlicensed for-hire vehicle bases.
Source:	TLC Enforcement Division.
Indicator name:	Medallion safety and emissions inspections conducted
Description:	The number of initial and re-test inspections performed for medallion taxicabs as required by a TLC rule that mandates three inspections per year for each taxicab.
Source:	TLC Safety and Emissions Division.
Indicator name:	Medallion safety failure rate – Initial inspection (%)
Description:	The number of vehicles that failed the initial safety inspection as a percent of all vehicles undergoing safety inspections.
Source:	TLC Safety and Emissions Division.
Indicator name:	Medallion safety and emissions failure rate – Initial inspection (%) – Re-inspection (%)
Description:	The percentage of medallion taxicabs that failed initial inspection and the percentage of medallion taxicabs that failed re-inspection.
Source:	TLC Safety and Emissions Division.
Indicator name:	Percent of medallion safety and emissions inspections completed on time
Description:	The percent of medallion vehicles that completed a safety and emissions inspection on the scheduled appointment date.
Source:	TLC Safety and Emissions Division.
Indicator name:	Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)
Description:	The average time it takes to conduct a safety and emissions inspection, includes both the time spent waiting for the inspection and the time spent on the inspection.
Source:	TLC Safety and Emissions Division.
Indicator name:	Medallion summonses for non-inspection
Description:	The number of summonses issued to medallion owners for failure to inspect/reinspect their taxicabs.
Source:	TLC Safety and Emissions Division.

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Indicator name: Average time to close consumer complaints (calendar days)  
– Medallion  
– For-hire vehicle

Description: Average number of calendar days to close a consumer complaint in each reporting category from receipt of complaint to the date the hearing is scheduled or complaint is otherwise resolved.

Source: TLC Call Center.

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