



# TAXI AND LIMOUSINE COMMISSION

David Yassky, Commissioner/Chair

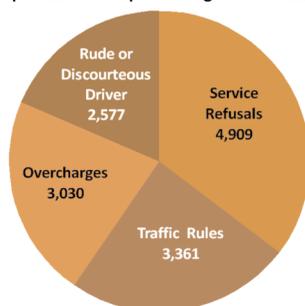
## Key Public Service Areas

- ✓ 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, 40,532 for-hire vehicles, 2,435 paratransit vehicles, 433 commuter vans, and 110,111 drivers. The Commission also regulates 27 taximeter shops, 25 taxicab brokers and 66 taxicab agents, and sets fares charged by medallion taxicabs.

Top Medallion Complaint Categories Fiscal 2012



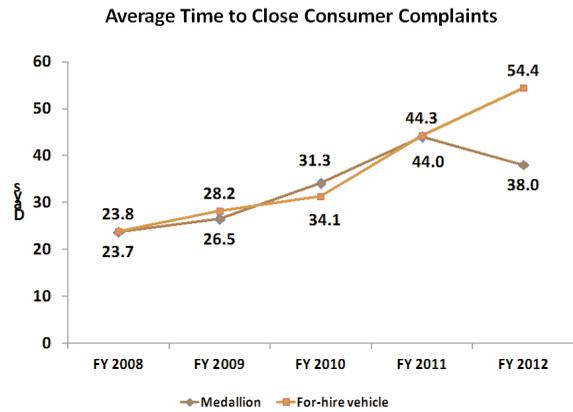
## Critical Objectives

- 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.

## Performance Report

- ✓ **Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards, and licensing requirements.**
  - During Fiscal 2012 the number of street hail summonses issued to for-hire vehicle (FHV) drivers increased by 4,276, a 66 percent jump, and follows a Fiscal 2011 increase of nearly 400 percent. These sharp increases reflect a change in enforcement priorities and added enforcement capacity. In addition to a 14 percent increase in enforcement staff over the last year, TLC acquired additional space to store seized vehicles.
  - In December 2011 TLC's licensing facility was closed as a result of a flood. Licensing staff were displaced for the first two months of Calendar 2012 and operated from other TLC facilities, often with fewer resources than usual. This created a temporary backlog in processing license applications, and the average time to issue an FHV driver's license consequently rose by 5 days to 21.5 days. However, changes introduced by TLC this year which shortened the timeframe for complying with medallion driver's licensing requirements more than offset the effects of the backlog on medallion license issuance time, and average times to issue medallion licenses actually decreased by 4.3 days to approximately 51 days.
  - TLC enforcement staff continued undercover testing of medallion drivers' compliance with service rules, which prohibit service refusals based on the passenger's destination, ethnicity, or disability status. Nearly 80 percent of drivers tested were found to comply with TLC rules surrounding refusals.
  - The percent of medallion taxis failing initial safety and emissions tests continued to decline, falling from 38.4 percent in Fiscal 2011 to 33.5 percent this year. Since Fiscal 2010, failure rates have improved by almost 9 percentage points. Two principal factors have contributed to this positive trend: an October 2010 policy that required a \$35 reinspection fee for medallion taxicabs that failed their initial inspection; and a reduction in the number of retirement extensions issued to older vehicles.

- The average time to close consumer complaints showed mixed results. For complaints about medallions, the time to close a complaint improved to 38 days as resources added in Fiscal 2011 successfully addressed a backlog of complaints that had led to resolution times of 44 days in that year. Consumer complaints about for-hire vehicles, however, took longer to resolve, and the average time to close a complaint grew from 44.3 days to a high of 54.4 days. As part of a clean-up effort, in the latter half of Fiscal 2012 the Agency focused on closing complaints where the FHV base had failed to identify the driver. Many of these cases were over a year old, skewing the overall average time to close. TLC anticipates that consumer complaints about both medallions and FHVs may take longer to close starting in Fiscal 2013 when it introduces a violation settlement program that will afford drivers 30 days to accept or reject a settlement offer.



Performance Statistics	Actual					Target		Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ Average days to receive a medallion driver's license from initial application	56.5	55.1	53.4	55.2	50.9	*	*	Neutral
★ Average days to receive a for-hire vehicle driver's license from initial application	22.5	20.0	19.9	16.5	21.5	*	*	Downward
★ Average wait time at Long Island City licensing facility (hours:minutes)	0:31	0:20	0:20	0:18	0:23	0:25	0:25	Downward
Medallion enforcement: Operation Refusal compliance rate (%)	NA	NA	NA	NA	79.5%	*	*	NA
Street hail summonses issued to non-medallion vehicle drivers	1,560	991	1,323	6,507	10,783	*	*	Upward
Unlicensed for-hire vehicle bases - Padlock proceedings initiated	47	59	29	28	15	*	*	Downward
Medallion safety and emissions inspections conducted	58,311	56,812	55,744	53,362	51,658	*	*	Downward
★ Medallion safety failure rate - Initial inspection (%)	NA	NA	15.6%	13.7%	7.9%	*	*	NA
Medallion safety and emissions failure rate - Initial inspection (%)	45.5%	42.3%	42.1%	38.4%	33.5%	*	*	Downward
- Re-inspection (%)	17.1%	13.2%	12.8%	9.7%	9.1%	*	*	Downward
★ Percent of medallion safety and emissions inspections completed on time	80.2%	92.2%	95.5%	94.4%	95.9%	*	*	Upward
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:06	1:09	1:12	1:11	1:18	*	*	Upward
Medallion summonses for non-inspection	2,243	2,233	1,964	1,929	1,815	*	*	Downward
Average time to close a consumer complaint (calendar days) - Medallion	23.7	26.5	34.1	44.0	38.0	*	*	Upward
- For-hire vehicle	23.8	28.2	31.3	44.3	54.4	*	*	Upward
★ Critical Indicator "NA" - means Not Available in this report								

## Agency Customer Service

Performance Statistics	Actual					Target		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	NA	33	42	78	NA	50	NA
Percent of letters responded to in 14 days	NA	NA	96	94	97	NA	90	NA
Percent of calls answered in 30 seconds	NA	NA	15	19	12	NA	15	NA
Average customer in-person wait time (minutes)	NA	NA	20	18	23	NA	20	NA
Completed customer requests for interpretation	NA	NA	3,820	5,260	6,163	NA	NA	NA
CORE customer experience rating (0-100)	NA	NA	80	81	80	NA	80	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to (first) action – For Hire Vehicle Complaint (14 days)	97	91	98	99	90	NA	90	Neutral
Percent meeting time to (first) action – Lost Property (7 days)	87	98	87	92	94	NA	90	Neutral
Percent meeting time to (first) action – Miscellaneous Comments (14 days)	NA	70	36	28	63	NA	50	NA
Percent meeting time to (first) action – Request for Information (14 days)	NA	52	30	24	76	NA	50	NA
Percent meeting time to (first) action – Taxi Complaint (14 days)	93	88	99	99	93	NA	90	Neutral

## Agency Resources

Resource Statistics	Actual					Plan <sup>1</sup>		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) <sup>2</sup>	\$27.8	\$28.9	\$30.1	\$30.2	\$32.6	\$38.4	\$66.3	Upward
Revenues (\$ millions)	\$86.2	\$60.1	\$39.7	\$43.3	\$42.8	\$43.1	\$687.5	Downward
Personnel	422	435	432	436	461	569	640	Neutral
Overtime paid (\$ millions)	\$0.5	\$0.5	\$1.1	\$0.7	\$0.7	\$0.7	\$0.7	Upward
<sup>1</sup> Authorized Budget Level                      "NA" - Not Available in this report <sup>2</sup> Expenditures include all funds.								

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### Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 TLC's services and goals are:

Service 1: Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards, and licensing requirements.

Goal 1a: Ensure that all licensed vehicles meet safety standards.

Goal 1b: Ensure all vehicles operating for-hire follow TLC rules and regulations.

Goal 1c: Provide excellent customer service to licensees.

Goal 1d: Promote excellent customer service for passengers.

- Also beginning in Fiscal 2013, performance targets were added for select customer service indicators. For TLC, performance targets were added to 10 such indicators.
- TLC will no longer report data for the indicators 'Car stop compliance rate (Medallions and for-hire vehicles (%)' and 'For-hire vehicle base inspection compliance rate (%)' because the selection criteria changed to reflect changes in enforcement strategy. When initially introduced, the indicators reported on the results of more random inspections. However, in the recent past, the overwhelming majority of car stops and inspections have been targeted and the results are, therefore, not a fair representation of overall compliance with TLC rules and regulations.

For more information please visit the website at: [www.nyc.gov/tlc](http://www.nyc.gov/tlc)