



TAXI AND LIMOUSINE COMMISSION

David Yassky, Commissioner/Chair

What We Do

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 all aspects of New York City's medallion (yellow) taxicabs, for-hire vehicles (community-based liveries and black cars), commuter vans, paratransit vehicles (ambulettes) and certain luxury limousines.

Our Services and Goals

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 and emissions 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.

How We Performed in Fiscal 2013

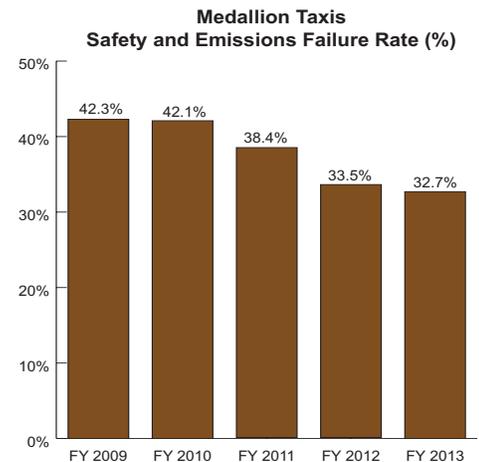
Service 1: Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards, and licensing requirements.

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

All TLC licensed taxis and for-hire vehicles (FHVs) are subject to regular inspections to ensure that vehicles meet New York State safety and emissions standards and comply with TLC rules. During Fiscal 2013 TLC conducted a total of 91,420 safety and emissions vehicle inspections - 51,786 medallion and 39,634 FHV - at its inspection facility. The percent of vehicles that failed the initial inspection continued on a downward trend with 32.7 percent of medallions failing inspection on the first try, compared to 33.5 percent in Fiscal 2012 and 38.4 percent in Fiscal 2011.

Similarly, the failure rate for FHVs has also been declining since Fiscal 2011, when 49.4 percent of FHVs failed initial inspections compared to 44.9 percent in Fiscal 2013. The steady decrease in failure rates is attributable to a TLC policy that was introduced in October 2010 imposing a \$35 fee for each re-inspection. The fee has prompted increased compliance with safety and emissions standards at the initial inspection.

The percent of inspections completed on time remained very high for both medallion taxis and FHVs. Almost 95 percent of medallions and nearly all FHVs kept their scheduled appointments.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Medallion safety and emissions inspections conducted	56,812	55,744	53,362	51,582	51,786	*	*	Neutral	Down
★ Medallion safety and emissions failure rate - Initial inspection (%)	42.3%	42.1%	38.4%	33.5%	32.7%	*	35.0%	Down	Down
- Re-inspection (%)	13.2%	12.8%	9.7%	9.1%	8.1%	*	*	Down	Down
Medallion summonses issued for non-inspection	2,233	1,964	1,929	1,815	1,675	*	*	Down	Down
Medallion safety and emissions inspections completed on time (%)	92.2%	95.5%	94.4%	95.9%	94.9%	*	*	Up	Neutral
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	NA	NA	38,929	37,373	39,634	*	*	Neutral	NA
★ FHV safety and emissions failure rate - Initial inspection (%)	NA	NA	49.4%	45.5%	44.9%	*	45.0%	Down	NA
- Re-Inspection (%)	NA	NA	17.8%	15.6%	15.1%	*	*	Down	NA
FHV safety and emissions inspections completed on time (%)	NA	NA	97.7%	99.9%	99.8%	*	*	Up	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

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

TLC uses both patrol and administrative summonses as enforcement tools to discourage behavior contrary to TLC rules and regulations. A patrol summons is issued by a TLC inspector who observes the noncompliant behavior of a driver or observes noncompliant equipment on a TLC licensed vehicle. Administrative summonses are typically computer-generated summonses for infractions of regulations that can be remotely monitored and analyzed, such as a driver accumulating Department of Motor Vehicle (DMV) driver's license points or charging the out-of-town rate for an in-town trip.

In Fiscal 2013 TLC issued 7,240 patrol summonses to medallion drivers, more than doubling the number issued in Fiscal 2012. Much of this increase is associated with an increase in the number of summonses TLC issued to medallion drivers for using cell phones while driving as officers identified additional violations in the course of these car stops. The agency also expanded testing of drivers for compliance with rules that prohibit discrimination against a passenger based on appearance or destination ("service refusals"). The overwhelming majority, or 86.8 percent, of the nearly 3,100 drivers that were tested passed.

Overall patrol summons issuance to FHV's decreased by approximately 21 percent as a result of prioritized enforcement against unlicensed operators, leading to the seizure of 7,830 vehicles, up from 3,493 in Fiscal 2012. A March 2013 contract with a tow pound operator virtually eliminated vehicle storage space constraints that had previously limited the number of vehicles TLC could seize. The number of summonses issued to unlicensed operators for illegally picking up passengers also increased, growing by 55.5 percent to 15,187 in Fiscal 2013 while, due to this shift in enforcement priority, summonses for illegal street hails fell by 80 percent to 2,071.

TLC has been increasing its use of administrative summonses to ensure compliance with many types of rules. By using data such as TLC licensing records, DMV records, and electronic driver trip logs, it can promote licensee compliance to a far greater degree than by relying solely on in-person enforcement. For example, it can query across databases to detect when taxi drivers who were not trained to operate wheelchair accessible taxis operate them, or if drivers are not charging the passenger the E-ZPass rate for tolls, or when a medallion owner who is required to drive his own taxi a certain number of shifts per year is not doing so. Administrative summonses are a valuable enforcement tool and TLC gets convictions on 95 percent of violations issued via administrative summonses.

In August 2013 the first Street Hail Liveries (SHLs) began serving both street-hail and call-ahead passengers in Northern Manhattan, Brooklyn, Queens, the Bronx and Staten Island. To support smooth implementation of SHL service, in Fiscal 2014 TLC will shift more resources to enforce against illegal street hails in neighborhoods SHLs serve. TLC will also maintain enforcement efforts in the Manhattan core to summons and/or seize any vehicles other than yellow medallion taxicabs making street hail pickups.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Medallion patrol summonses issued	11,861	8,935	5,192	3,574	7,240	*	*	Down	Down
Administrative summonses issued to medallions	NA	7,418	3,760	15,460	14,877	*	*	Neutral	NA
FHV patrol summonses issued	23,630	20,481	27,726	41,254	32,633	*	*	Down	Up
★ - Summonses issued for illegal street hails and unlicensed activity	NA	NA	NA	20,547	17,258	*	*	Neutral	NA
Administrative summonses issued to FHV's	NA	3,685	3,721	3,945	5,861	*	*	Neutral	NA
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	NA	NA	NA	NA	83.0%	*	*	Up	NA
Medallion enforcement: Operation Refusal compliance rate (%)	NA	NA	NA	83.5%	86.8%	*	*	Up	NA
Medallion and FHV vehicles with active insurance (%)	87.6%	86.8%	89.4%	90.4%	85.9%	*	*	Up	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Goal 1c: Provide excellent customer service to licensees.

Turnaround times at both TLC's licensing and vehicle inspection facilities improved compared to Fiscal 2012, when both experienced increases. Despite a five-year high of 91,430 licenses issued and a 20.6 percent increase in visits, average wait times at TLC's licensing facility decreased to 14 minutes, better than the target of 25 minutes and nine minutes faster than a year ago. The shorter wait time is attributable to an increase in the number of front line customer service staff available to assist licensees.

At TLC's Woodside inspections facility, the average time to complete a safety and emissions inspection (including both wait time and inspection time) fell to 55 minutes for a medallion vehicle and to 56 minutes for an FHV. This represents improvements of 23 and 26 minutes, respectively. Two factors contributed to the faster inspection times in Fiscal 2013: the introduction of new testing equipment that reduces the amount of time required to test brakes, and scheduling efficiencies that better match the number of vehicles called in for an inspection each day to the level of human and capital resources available to conduct inspections. TLC expects to maintain optimal service levels for inspections and continues to look for opportunities to further reduce inspection times.

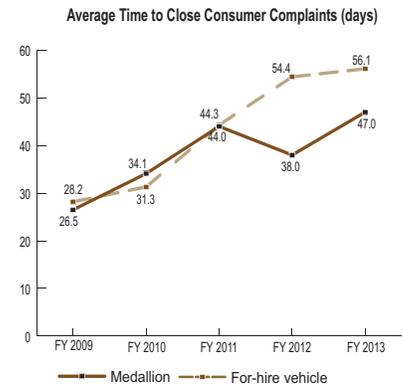
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:20	0:20	0:18	0:23	0:14	0:25	0:25	Down	Down
Medallion driver's licenses issued	26,512	27,034	26,949	27,816	28,057	*	*	Neutral	Neutral
FHV driver's licenses issued	32,340	32,227	33,010	33,374	34,229	*	*	Neutral	Neutral
Average days to receive a medallion driver's license from initial application	55.1	53.4	55.2	50.9	49.6	*	*	Down	Neutral
Average days to receive a FHV driver's license from initial application	20.0	19.9	16.5	21.5	19.9	*	*	Down	Neutral
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:09	1:12	1:11	1:18	0:55	*	1:00	Down	Down
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	NA	NA	0:57	1:22	0:56	*	1:00	Down	NA

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Goal 1d: Promote excellent customer service for passengers.

TLC received over 21,100 complaints from passengers in Fiscal 2013. Total complaints were at the lowest levels of the last five years. However, average resolution times were the highest of the last five years, largely a result of a new settlement program that was introduced in May 2012, which TLC had anticipated would lead to longer complaint closing times.

The settlement program has allowed TLC to process significantly more consumer complaints since it reduces time spent in hearings and frees staff to handle a greater volume of cases, but the time allotted for licensees to respond to settlement offers - a maximum of 30 days - counts towards the total time to close a consumer complaint. In Fiscal 2013 TLC processed 7,251 consumer complaints to disposition, 5,230 of which were closed through the settlement program. By comparison, in Fiscal 2012 TLC processed 4,803 consumer complaints. The number of complaints processed has been steadily trending upward over the last five years. By processing more complaints, TLC has been better able to enforce its rules by creating consequences for a larger share of the drivers who break them. However, the trade off for processing this higher case volume is longer complaint resolution times.



Performance Indicators	Actual					Target			
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	Desired Direction	5yr Trend
★ Average time to close a consumer complaint (calendar days): Medallion	26.5	34.1	44.0	38.0	47.0	*	35.0	Down	Up
Medallion driver complaints received	22,815	22,182	20,686	19,161	18,109	*	*	Down	Down
★ Average time to close a consumer complaint (calendar days): FHV	28.2	31.3	44.3	54.4	56.1	*	35.0	Down	Up
FHV driver complaints received	1,744	2,624	2,562	2,761	3,002	*	*	Down	Up

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Agency Customer Service

The TLC met or exceeded the majority of customer service performance targets in Fiscal 2013. The percent of e-mails and letters responded to within 14 days remained high at 75 and 94 percent, respectively, and targets for responding to 311 service request categories within specific timeframes were surpassed for three of the five request types. For service requests regarding complaints about for-hire vehicles and medallion taxis, the percent responded to within 14 days fell to 88 and 82 percent, respectively, as TLC staff now fully investigate the complaint to determine if there is sufficient evidence to support the claim of a rule violation before responding to the consumer.

TLC's call center received more than 190,000 calls from licensees, consumers and other customers. The percent of calls answered in 30 seconds rose by a few percentage points to 18 percent. Given the diverse nature of the calls, call lengths can vary significantly.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	33	42	78	75	50	60	NA
Letters responded to in 14 days (%)	NA	96	94	97	94	90	90	NA
Calls answered in 30 seconds (%)	NA	15	19	12	18	15	15	NA
Completed customer requests for interpretation	NA	3,820	5,260	6,163	7,990	NA	NA	NA
CORE customer experience rating (0-100)	NA	80	81	80	84	80	80	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to (first) action – For Hire Vehicle Complaint (14 days)	91	98	99	90	88	90	90	Neutral
Percent meeting time to (first) action – Lost Property (7 days)	98	87	92	94	94	90	90	Neutral
Percent meeting time to (first) action – Miscellaneous Comments (14 days)	70	36	28	63	67	50	60	Up
Percent meeting time to (first) action – Request for Information (14 days)	52	30	24	76	72	50	60	Up
Percent meeting time to (first) action – Taxi Complaint (14 days)	88	99	99	93	82	90	90	Neutral

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$28.9	\$30.1	\$30.2	\$31.7	\$40.5	\$43.8	\$64.0	Up
Revenues (\$000,000)	\$60.1	\$39.7	\$43.3	\$42.8	\$54.4	\$44.6	\$359.4	Neutral
Personnel	435	432	436	461	514	615	642	Up
Overtime paid (\$000)	\$459	\$1,059	\$687	\$819	\$710	\$710	\$650	Up

¹Authorized Budget Level ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- TLC added the indicator 'Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%).'

For additional agency performance statistics, please visit:

- Enforcement and Complaint Statistics monthly:
<http://www.nyc.gov/html/tlc/html/about/statistics.shtml>
- Annual Reports:
<http://www.nyc.gov/html/tlc/html/archive/annual.shtml>

For more information on the agency, please visit: www.nyc.gov/tlc.

