Taxi and Limousine Commission

Indicator name: Active medallion taxis that are accessible
Description: The number of active medallion taxicabs that are wheelchair accessible. All accessible taxicabs must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source: TLC Safety and Emissions / Policy Division.

Indicator name: Active Boro Taxis that are accessible
Description: The number of Boro Taxis (also known as Street Hail Liveries or green cabs) that are wheelchair accessible. All accessible Boro Taxis must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source: TLC Safety and Emissions / Policy Division.

Indicator name: Accessible dispatch median wait time in Manhattan (hours:minutes)
Description: The median wait time for passengers who requested a wheelchair accessible vehicle through the Accessible Dispatch program. The median wait time includes the time associated with traffic and travel to the passenger's pick-up location and is calculated from the time the request for an accessible taxi is submitted to the time the driver arrives at the passenger's pick-up location.
Source: TLC Policy Division.

Indicator name: Accessible dispatch trips fulfilled as a percent of requested trips (%)
Description: The percentage of passenger trips fulfilled through the Accessible Dispatch program as a percent of all requested trips.
Source: TLC Policy Division.

Indicator name: Active medallion vehicles with hearing loops
Description: The number of medallion taxicab vehicles with hearing loops. A hearing loop ("induction loop") is an installed system that transmits sound to assist passengers with hearing aids or cochlear implants.
Source: TLC Safety and Emissions / Policy Division.

Indicator name: Medallion safety and emissions inspections conducted
– Passed
– Failed
Description: The total number of completed initial and re-test inspections for medallion taxicabs and the number that passed and failed an inspection. As per a TLC rule, all medallion cabs must be inspected three times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion safety and emissions failure rate
– Initial inspection (%)
– Re-inspection (%)
Description: The percent of medallion taxicabs that failed initial inspection and the percent of medallion taxicabs that failed re-inspection. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion summonses issued 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.

Indicator name: Medallion safety failure rate – Initial inspection (%)
Description: The number of medallion vehicles that failed the initial safety inspection as a percent of all medallion vehicles undergoing initial safety inspections.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion vehicles that pass New York State standard emissions test on initial inspection (%)
Description: The number of medallion vehicles that pass New York State On-Board Diagnostic II (OBDII) emissions inspection at the initial inspection as a percent of all medallion vehicles undergoing OBDII inspections.
Source: TLC Safety and Emissions Division.

Indicator name: 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: For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility
– Pass
– Fail
Description: The total number of completed initial and re-test inspections performed on for-hire vehicles and the number that passed and failed an inspection. As per a TLC rule, FHVs must be inspected once every two years at TLC's Woodside inspections facility. Inspections consist of New York State (NYS) Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing. Other required safety and emissions inspections (an additional five during the two year license period) can be completed at any NYS DMV registered facility.
Source: TLC Safety and Emissions Division.

Indicator name: FHV safety and emissions failure rate
– Initial inspection (%)
– Re-inspection (%)
Description: The percent of FHV vehicles that failed initial inspections and the percent that failed re-inspections. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division.

Indicator name: FHV safety and emissions inspections completed on time (%)
Description: The percent of for-hire vehicles that completed a safety and emissions inspection on the scheduled appointment date.
Source: TLC Safety and Emissions Division.

Indicator name: Boro Taxi safety and emissions inspections conducted
– Passed
– Failed
Description: The total number of completed initial and re-test inspections for Boro Taxis and the number that passed and failed an inspection. As per a TLC rule, all Boro Taxis must be inspected two times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division.

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Indicator name: Boro Taxis safety and emissions failure rate
– Initial inspection (%)
– Re-inspection (%)
Description: The percent of Boro Taxis that failed initial inspection and the percent that failed re-inspection. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion patrol summonses issued
Description: The total number of patrol summonses issued to medallion owners, drivers and vehicles for not complying with TLC's rules and regulations. A patrol summons is a field summons issued while an inspector is on patrol.
Source: TLC Enforcement Division.

Indicator name: Administrative summonses issued to medallions
Description: The total number of administrative summonses issued to medallion vehicle owners, drivers and bases for not complying with TLC's rules and regulations. Whereas patrol summonses are issued by inspectors in the field, administrative summonses are generated based on violations observable in secure TLC databases, such as licensing records.
Source: TLC Enforcement Division.

Indicator name: FHV patrol summonses issued
Description: The total number of patrol summonses issued to for-hire vehicle owners, drivers and bases for not complying with TLC's rules and regulations. A patrol summons is a field summons issued while an inspector is on patrol.
Source: TLC Enforcement Division.

Indicator name: – Summonses issued for illegal street hails and unlicensed activity
– Street hail summonses issued to non-medallion vehicle drivers
– Summonses issued for unlicensed operation
Description: The number of summonses issued, by category as well as overall total, to licensed for-hire vehicle owners and drivers, including drivers of commuter and paratransit vans, and any other driver who does not have a medallion and picks up a street hail; and the number of summonses issued to unlicensed operators that offer street hail service to passengers. (Note: Through June 2013 only medallion drivers are legally allowed to pick up street hails.)
Source: TLC Enforcement Division.

Indicator name: Administrative summonses issued to FHVs
Description: The total number of administrative summonses issued to FHV vehicle owners, drivers and bases for not complying with TLC's rules and regulations. Whereas patrol summonses are issued by inspectors in the field, administrative summonses are generated based on violations observable in secure TLC databases, such as licensing records.
Source: TLC Enforcement Division.

Indicator name: Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)
Description: The number of violations where the respondent admitted to the rule violation and/or paid the penalty without a hearing (referred to as a stipulation) or where the rule violation was upheld following a hearing as a percent of all violations resolved (stipulations, plus violations upheld and dismissed).
Source: Office of Operations Support and Programs.

Indicator name: Vehicles seized
Description: The number of unlicensed vehicles, licensed for-hire vehicles and medallion vehicles that are taken from the driver's possession for not complying with TLC's rules and regulations.
Source: TLC Enforcement Division.

Indicator name: Average waiting time at Long Island City licensing facility (hours:minutes)
Description: The 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: Medallion drivers' licenses issued
Description: The total number of medallion driver's licenses that the TLC issued upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

Indicator name: For-hire vehicle drivers' licenses issued
Description: The total number of FHV driver's licenses that the TLC issued upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

Indicator name: For-hire base licenses issued
Description: The number of licenses that the TLC issued to FHV bases upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

Indicator name: For-hire vehicle owner's licenses issued
Description: The number of licenses that the TLC issued to FHV vehicle owners upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

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 FHV 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 license is issued. This includes the time needed by an applicant to complete all requirements as well as the time by TLC to process the application.
Source: TLC Licensing 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 of a medallion taxi; includes the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

Indicator name: Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)
Description: The average time it takes to conduct a safety and emissions inspection of a FHV, includes both the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

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Indicator name: Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)
Description: The average time it takes to conduct a safety and emissions inspection of a Boro Taxi; includes the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

Indicator name: Average time to close a consumer complaint (calendar days) - Medallion
Description: The average number of calendar days to close a consumer complaint, measured from receipt of the complaint to the date the hearing is scheduled or complaint is otherwise resolved.
Source: TLC Call Center.

Indicator name: Medallion driver complaints received
– Service refusals
– Discourteous behavior
– Overcharges
– Traffic rules
– Other
Description: The total number of complaints customers made to TLC's Call Center regarding a medallion driver and the number of complaints by selected category. These complaints can lead to charges being filed against the driver.
Source: TLC Call Center.

Indicator name: Average time to close a consumer complaint (calendar days) – FHV
Description: The average number of calendar days to close a consumer complaint, measured from receipt of complaint to the date the hearing is scheduled or complaint is otherwise resolved.
Source: TLC Call Center.

Indicator name: FHV driver complaints received
Description: The total number of complaints customers made to TLC's Call Center regarding a FHV driver and the number of complaints by selected category. These complaints can lead to charges being filed against the driver.
– Discourteous behavior
– Overcharges
– Traffic rules
– Other
Source: TLC Call Center.

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: TLC Call Center.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: TLC Call Center.

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: TLC Call Center.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: TLC Call Center.

Indicator name: Calls made to agency call center
Description: The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source: TLC Call Center.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: TLC Call Center.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: TLC Licensing Division.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits to TLC's Licensing Center.
Source: TLC Licensing Division.

Indicator name: CORE customer experience rating (1-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: Medallion vehicles
Description: The total number of current medallion taxicab vehicles.
Source: TLC Safety and Emissions / Policy Division.

Indicator name: For-hire vehicles (includes Boro Taxis)
Boro Taxis
Description: The total number of for-hire vehicles, including Boro Taxis, and the number of Boro Taxis as a subset of the total.
Source: TLC Safety and Emissions / Policy Division