



# 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: July–October

- Fewer medallion taxis failed initial safety and emissions testing, with failure rates declining from 35 percent to 31.8 percent during the first four months of Fiscal 2013. Failure rates were as high as 42 percent at the end of Fiscal 2010 but have gradually declined due to an October 2010 policy change which required a \$35 fee for each reinspection. This policy initiative has been a successful incentive for drivers to make sure that their vehicles are in compliance with New York State Department of Motor Vehicles safety and emissions standards and TLC vehicle standards.
- The overall number of summonses issued for illegal street hails and unlicensed activity held steady at approximately 6,400. However, compared to the same four months a year ago, a significantly greater proportion of these summonses were issued to unlicensed operators, reflecting a shift in enforcement priorities. This resulted in the seizure of almost four times as many vehicles, 1,998 compared to 518 a year ago.
- The TLC continued to test medallion drivers' compliance with service rules requiring drivers to provide service to passengers regardless of their destination, ethnicity, or disability. Of the more than 700 drivers tested by undercover enforcement staff, nearly 83 percent were found to be in compliance. During the same four months last year, compliance was 70.3 percent based on tests of 204 drivers.
- The average time to conduct a safety and emissions inspection of a medallion taxi improved by almost a half hour to 50 minutes. The decrease is primarily due to an increase in safety and emissions inspector staffing levels and an expanded inspection schedule, from four days to five.
- The average wait time at TLC's Long Island City licensing facility decreased by 5 minutes to 15 minutes. The faster turnaround time is attributable to an increase in customer service staff.

**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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Medallion safety and emissions inspections conducted	55,744	53,362	51,582	*	*	17,201	16,957
★ Medallion safety and emissions failure rate - Initial inspection (%)	42.1%	38.4%	33.5%	*	35.0%	35.0%	31.8%
- Re-inspection (%)	12.8%	9.7%	9.1%	*	*	9.3%	8.4%
Medallion summonses issued for non-inspection	1,964	1,929	1,815	*	*	641	595
Medallion safety and emissions inspections completed on time (%)	95.5%	94.4%	95.9%	*	*	95.1%	95.3%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	NA	38,929	37,373	*	*	10,649	11,387
★ FHV safety and emissions failure rate - Initial inspection (%)	NA	49.4%	45.5%	*	45.0%	46.0%	46.9%
- Re-Inspection (%)	NA	17.8%	15.6%	*	*	16.8%	15.9%
FHV safety and emissions inspections completed on time (%)	NA	97.7%	99.9%	*	*	100.0%	99.7%

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Summonses issued for illegal street hails and unlicensed activity	NA	NA	20,547	*	*	6,395	6,381
Medallion enforcement: Operation Refusal compliance rate (%)	NA	NA	79.5%	*	*	70.3%	82.6%
Medallion patrol summonses issued	8,935	5,192	3,574	*	*	415	2,480
FHV patrol summonses issued	20,481	27,726	41,254	*	*	11,949	13,326
Medallion and FHV vehicles with active insurance (%)	86.8%	89.4%	90.4%	*	*	91.3%	88.9%

Goal 1c: Provide excellent customer service to licensees.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:20	0:18	0:23	0:25	0:25	0:20	0:15
Medallion driver's licenses issued	27,034	26,949	27,816	*	*	8,740	9,707
FHV driver's licenses issued	32,227	33,010	33,374	*	*	10,332	11,317
Average days to receive a medallion driver's license from initial application	53.4	55.2	50.9	*	*	51.8	48.0
Average days to receive a FHV driver's license from initial application	19.9	16.5	21.5	*	*	16.8	16.0
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:12	1:11	1:18	*	1:00	1:16	0:50
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	NA	0:57	1:22	*	1:00	1:08	1:00

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

Goal 1d: Promote excellent customer service for passengers.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Average time to close a consumer complaint (calendar days): Medallion	34.1	44.0	38.0	*	35.0	34.0	32.0
Medallion driver complaints received	22,182	20,686	19,161	*	*	6,502	6,662
★ Average time to close a consumer complaint (calendar days): FHV	31.3	44.3	54.4	*	35.0	34.8	32.3
FHV driver complaints received	2,624	2,562	2,761	*	*	879	973

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

## Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	33%	42%	78%	50%	*	87%	51%
Letters responded to in 14 days (%)	96%	94%	97%	90%	*	100%	91%
Calls answered in 30 seconds (%)	15%	19%	12%	15%	*	13%	19%
Response to 311 Service Requests (SRs)							
Percent meeting time to (first) action – For Hire Vehicle Complaint (14 days)	98	99	90	90	*	92	71
Percent meeting time to (first) action – Lost Property (7 days)	87	92	94	90	*	94	97
Percent meeting time to (first) action – Miscellaneous Comments (14 days)	36	28	63	50	*	75	44
Percent meeting time to (first) action – Request for Information (14 days)	30	24	76	50	*	82	52
Percent meeting time to (first) action – Taxi Complaint (14 days)	99	99	93	90	*	91	74

## Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 <sup>1</sup>	FY14 <sup>1</sup>	FY12	FY13
Expenditures (\$000,000) <sup>2</sup>	\$30.1	\$30.2	\$31.7	\$66.3	\$43.8	\$62.4	\$11.0	\$12.5
Revenues (\$000,000)	\$39.7	\$43.3	\$42.8	\$687.5	\$44.6	\$659.4	\$8.3	\$10.3
Personnel	432	436	461	640	615	640	412	480
Overtime paid (\$000,000)	\$1.1	\$0.7	\$0.8	\$0.7	\$0.7	\$0.7	\$0.2	\$0.2

<sup>1</sup>January 2013 Financial Plan  
<sup>2</sup>Expenditures include all funds.

"NA" - Not Available in this report  
January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

## Noteworthy Changes, Additions or Deletions

- TLC added several indicators regarding safety and emissions inspections for FHVs, including the number and outcome of inspections, the percent completed on time as well as the average time to conduct an inspection. The Commission also added indicators on complaints, summons activity, and licensing for both medallions and FHVs.
- TLC will no longer report data for the metric ‘Unlicensed for-hire vehicle bases – Padlock proceedings initiated.’

For additional performance statistics, please visit the website at: [www.nyc.gov/mmr](http://www.nyc.gov/mmr).

For more information on the agency, please visit: [www.nyc.gov/tlc](http://www.nyc.gov/tlc).