

TAXI AND LIMOUSINE COMMISSION

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 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. 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 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
Description:	The total number of initial and re-test inspections performed on for-hire vehicles as required by a TLC rule that mandates one inspection every two years at TLC's facility for each for-hire vehicle.
Source:	TLC Safety and Emissions Division.
Indicator name:	FHV safety and emissions failure rate - Initial inspection (%) - Re-inspection (%)
Description:	The percentage of FHV vehicles that failed initial inspections and the percentage of medallion taxicabs 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:	Summonses issued for illegal street hails and unlicensed activity
Description:	The number of summonses issued 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: Only medallion drivers are legally allowed to pick up street hails.)
Source:	TLC Enforcement Division.

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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.
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:	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:	Medallion and FHV vehicles with active insurance (%)
Description:	The percentage of all vehicles in compliance with required NYS vehicle insurance requirements.
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:	Medallion driver's licenses issued
Description:	The total number of medallion driver's licenses that the TLC issues upon completion of TLC requirements and standards.
Source:	TLC Licensing Division.
Indicator name:	FHV driver's licenses issued
Description:	The total number of FHV driver's licenses that the TLC issues 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 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.

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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 both 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.

Indicator name: Average time to close a consumer complaint (calendar days) - Medallion
Description: Average number of calendar days to close a consumer complaint 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
Description: The total number of complaints customers made to TLC's Call Center regarding a licensee.
Source: TLC Call Center.

Indicator name: Indicator name: Average time to close a consumer complaint (calendar days) - FHV
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.

Indicator name: FHV driver complaints received
Description: The total number of complaints customers made to TLC's Call Center regarding a licensee.
Source: TLC Call Center.

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