



# TAXI AND LIMOUSINE COMMISSION

## 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

- During the first four months of Fiscal 2014, TLC conducted 13,746 safety and emissions inspections of for-hire vehicles (FHVs), an increase of nearly 21 percent. The increase was driven by additional inspections that were required to put new specially-licensed street hail livery vehicles, also known as Boro Taxis, into service. Boro Taxis can legally pick up street hails outside of the Manhattan core and the airports. The first Boro Taxis entered service in August 2013, with additional taxis going into service on a rolling basis. By year-end TLC anticipates the number of Boro Taxis providing service will reach 6,000.
- The percent of FHVs that failed initial inspections continued to improve, declining from 46.9 percent to 41.4 percent. Safety and emissions inspections of medallion taxis were in line with the prior year as was the inspection failure rate.
- TLC issued fewer administrative summonses, a total of 3,556 compared to 5,674 for the comparable period in Fiscal 2013. Much of the decrease is attributable to an increase in the number of both medallion and FHV drivers who are accepting settlement offers in lieu of an administrative summons for noncompliance with TLC rules and regulations. For yellow taxis, better compliance with rules requiring the use of EZ-Pass and fewer incidences of overcharging passengers was also a factor.
- Patrol summonses issued to FHVs for illegal street hails and unlicensed activity rose by 3.8 percent to 6,624, but the number of vehicles seized grew by almost three-fourths to 3,479. Vehicle seizures are an important enforcement tool and have been on the rise since TLC expanded storage capacity last year. Patrol summonses issued to medallions decreased by almost one-third to 1,675 as TLC focused its enforcement resources on FHV patrol during the launch of the Boro Taxi program.
- Wait time at TLC's licensing facility averaged 21 minutes, up from 15 minutes a year ago, but remained better than the 25 minute target. The average number of days to receive an FHV driver's license from initial application also increased during this period, from just 16 days to 37 days. These increases in processing and wait times were driven by increases in transaction volumes in the Licensing Division. In June 2013 TLC began processing Boro Taxi permits and base endorsements resulting in the issuance of more than 6,000

new related TLC permits for this program. TLC also issued 683 more medallion driver's licenses and 1,658 more FHV driver's licenses during the reporting period compared to a year ago.

- The average time to conduct an FHV inspection decreased from 60 minutes to 49 minutes. The quicker turnaround time is attributable to extended operating hours at TLC's inspection facility to expedite Boro Taxi inspections.
- TLC received 13 percent fewer complaints from consumers about licensees, a total of 6,646, but resolution times increased significantly -- by 21 days for yellow taxi complaints and almost 39 days for FHV complaints. Two factors contributed to the longer resolution times: a month long backlog of open cases that needed to be processed, and a 35.5 percent increase in the volume of cases resolved through the settlement program. Overall, while the settlement program has resulted in longer complaint resolution times due to process changes, including a 30 day period allotted to licensees to respond to settlement offers, it has enabled TLC to resolve a considerably higher volume of complaints.
- Largely as a result of the addition of a dedicated staff person to handle correspondence, the percent of emails responded to within 14 days improved from 51 percent to 95 percent.

**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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Medallion safety and emissions inspections conducted	53,362	51,582	51,786	*	*	16,957	17,226
★ Medallion safety and emissions failure rate - Initial inspection (%)	38.4%	33.5%	32.7%	35.0%	35.0%	31.8%	31.2%
- Re-inspection (%)	9.7%	9.1%	8.1%	*	*	8.4%	8.0%
Medallion summonses issued for non-inspection	1,929	1,815	1,675	*	*	595	508
Medallion safety and emissions inspections completed on time (%)	94.4%	95.9%	94.9%	*	*	95.3%	96.4%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	38,929	37,373	39,634	*	*	11,387	13,746
★ FHV safety and emissions failure rate - Initial inspection (%)	49.4%	45.5%	44.9%	45.0%	45.0%	46.9%	41.4%
- Re-Inspection (%)	17.8%	15.6%	15.1%	*	*	15.9%	15.2%
FHV safety and emissions inspections completed on time (%)	97.7%	99.9%	99.8%	*	*	99.7%	100.0%

★ 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.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Medallion patrol summonses issued - Total	5,192	3,574	7,240	*	*	2,480	1,675
Administrative summonses issued to medallions	3,760	15,460	14,877	*	*	2,873	2,106
FHV patrol summonses issued	27,726	41,254	32,633	*	*	13,326	13,353
★ - Summonses issued for illegal street hails and unlicensed activity	NA	20,547	17,258	*	*	6,381	6,624
Administrative summonses issued to FHV's	3,721	3,945	5,861	*	*	2,801	1,450
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	NA	NA	83.0%	*	*	NA	83.2%
Medallion enforcement: Operation Refusal compliance rate (%)	NA	83.5%	86.8%	*	*	82.6%	84.3%
Medallion and FHV vehicles with active insurance (%)	89.4%	90.4%	85.9%	*	*	88.9%	79.6%

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### Goal 1c: Provide excellent customer service to licensees.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:18	0:23	0:14	0:25	0:25	0:15	0:21
Medallion driver's licenses issued	26,949	27,816	28,057	*	*	9,707	10,390
FHV driver's licenses issued	33,010	33,374	34,229	*	*	11,317	12,975
Average days to receive a medallion driver's license from initial application	55.2	50.9	49.6	*	*	48.0	50.0
Average days to receive a FHV driver's license from initial application	16.5	21.5	19.9	*	*	16.0	37.1
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:11	1:18	0:55	1:00	1:00	0:50	0:52
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	0:57	1:22	0:56	1:00	1:00	1:00	0:49

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### Goal 1d: Promote excellent customer service for passengers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average time to close a consumer complaint (calendar days): Medallion	44.0	38.0	47.0	55.0	55.0	32.0	61.0
Medallion driver complaints received	20,686	19,161	18,109	*	*	6,662	5,762
★ Average time to close a consumer complaint (calendar days): FHV	44.3	54.4	56.1	55.0	55.0	32.3	71.0
FHV driver complaints received	2,562	2,761	3,002	*	*	973	884

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## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Emails responded to in 14 days (%)	42%	78%	75%	60%	*	51%	95%
Letters responded to in 14 days (%)	94%	97%	94%	90%	*	91%	95%
Calls answered in 30 seconds (%)	19%	12%	18%	15%	*	19%	32%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	99	90	88	90	*	71	93
Percent meeting time to first action - Lost Property (7 days)	92	94	94	90	*	97	88
Percent meeting time to first action - Miscellaneous Comments (14 days)	28	63	67	60	*	44	70
Percent meeting time to first action - Request for Information (14 days)	24	76	72	60	*	52	85
Percent meeting time to first action - Taxi Complaint (14 days)	99	93	82	90	*	74	90

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$30.2	\$31.7	\$36.7	\$64.0	\$65.3	61.0	\$12.5	\$15.5
Revenues (\$000,000)	\$43.3	\$42.8	\$54.4	\$359.4	\$420.9	\$545.6	\$10.3	\$24.5
Personnel	436	461	514	642	621	656	480	516
Overtime paid (\$000)	\$687	\$819	\$891	\$650	\$1,230	\$1,230	\$218	\$362
<sup>1</sup> February 2014 Financial Plan	<sup>2</sup> Expenditures include all funds.		"NA" - Not Available in this report					

## Noteworthy Changes, Additions or Deletions

- To reflect changes which have led to longer times to close consumer complaints, TLC revised its Fiscal 2014 targets for both medallion and FHV complaints from 35 to 55 days.

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](http://www.nyc.gov/tlc).