

TAXI AND LIMOUSINE COMMISSION

Meera Joshi, Commissioner/Chair



WHAT WE DO

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire transportation service and ensures public safety. TLC licenses and regulates all aspects of New York City's medallion (yellow) taxicabs, for-hire vehicles (Boro Taxis, community-based liveries and black cars), commuter vans, paratransit vehicles (ambulettes) and certain luxury limousines.

FOCUS ON EQUITY

TLC focuses on equitable service delivery through its commitments to access and safety for all New Yorkers. In April 2014 TLC voted to expand the number of wheelchair-accessible taxis to 50 percent of the fleet by 2020. The Boro Taxi program improves access to street-hail transportation throughout the five boroughs by serving areas not commonly served by yellow medallion cabs, and TLC is developing policies to expand and significantly increase the accessibility of this fleet. As part of the Mayor's Vision Zero Initiative, TLC has strengthened enforcement of safety violations and increased its educational efforts for drivers and passengers.

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 Increase access to for-hire transportation service.
- Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.
- Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.
- Goal 1d Provide excellent customer service to licensees.
- Goal 1e Promote excellent customer service for passengers.

HOW WE PERFORMED

- During the first four months of Fiscal 2015, the Accessible Dispatch program received 33.3 percent more requests for service compared to the same period last year. At the same time, 88.9 percent of requests were successfully fulfilled compared to 81.3 percent in the previous year. The improvement is driven by the increase in the number of wheelchair accessible medallion vehicles, which has more than doubled since the auction of the wheelchair accessible restricted medallions began in Fiscal 2014. The fleet of accessible Boro Taxis also continues to grow, with 926 in active service at the end of October.
- TLC conducted 13,995 safety and emissions inspections of for-hire vehicles (FHVs), an increase of nearly 13 percent compared to the same period last year. Concurrently, the FHV failure rate at initial inspection continued to improve, declining from 40.8 percent to 36.3 percent. This is attributed to the growth in the black car segment of the FHV industry, where cars are typically newer and inspection failure rates are lower. The number of safety and emissions inspections conducted for Boro Taxis rose to 5,745 as the program continued expanding. The average failure rate for Boro Taxis remained in line with last year at just over 51 percent as new permit holders become familiar with inspection requirements. The number of safety and emissions inspections conducted for medallion taxis, as well as the inspection failure rate, were in line with the prior year.
- As part of TLC’s commitment to Vision Zero, the agency increased enforcement against unsafe driving behavior, resulting in the issuance of more summonses during the first four months of Fiscal 2015 than during the same period last year. Patrol summonses issued to medallion vehicles rose to 4,712, and patrol summonses issued to FHVs rose to 14,593. Of the total 19,305 patrol summonses, 20.8 percent, or 4,013 summonses, were issued for the use of electronic devices and moving violations, such as improper turning. The number of administrative summonses issued to medallions and FHVs also increased, rising by a combined total of 4,261 summonses. Much of the increase is attributable to a September 2013 modification in the way TLC receives data from the New York State Department of Motor Vehicles (DMV) which enabled TLC to identify a larger universe of drivers operating with additional violations against their DMV licenses.
- Wait time at the TLC’s licensing facility reached a low of 12 minutes, down from 21 minutes during the same period last year, despite 134.2 percent more visits. This was achieved by adding staff as well as utilizing a new customer queuing system to assist in monitoring and directing clients to an appropriate window. TLC issued an additional 519 medallion and 10,322 FHV drivers’ licenses, a 5.0 percent and 79.5 percent increase, respectively. The average time to receive a TLC driver’s license during this time increased by 27 days for medallion drivers and 19 days for FHV drivers, attributable to the increased demand.
- Despite a 21 percent increase in the number of complaints against FHV drivers, the time to close a consumer complaint against an FHV driver improved by an average of 13 days to 58 days largely due to additional staffing to help process complaints. TLC received fewer consumer complaints against medallion drivers, a decrease of 3.3 percent, and closed these complaints in an average of 59 days, approximately two days faster.

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 Increase access to for-hire transportation service.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Active medallion taxis that are accessible	NA	NA	553	*	*	234	573
Active Boro Taxis that are accessible	NA	NA	492	*	*	NA	926
Accessible dispatch median wait time in Manhattan (hours:minutes)	NA	NA	0:15	*	*	0:14	0:13
Accessible dispatch trips fulfilled as a percent of requested trips (%)	NA	NA	81.0%	*	*	81.3%	88.9%
Active medallion vehicles with hearing loops	NA	NA	312	*	*	NA	487

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

Goal 1b

Ensure that all licensed vehicles meet safety and emissions standards.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Medallion safety and emissions inspections conducted	51,582	51,786	52,046	*	*	17,226	17,141
★ Medallion safety and emissions failure rate - Initial inspection (%)	33.5%	32.7%	33.0%	35.0%	35.0%	31.2%	32.0%
- Re-inspection (%)	9.1%	8.1%	7.9%	*	*	8.0%	7.9%
Medallion summonses issued for non-inspection	1,815	1,675	1,747	*	*	508	660
Medallion safety and emissions inspections completed on time (%)	95.9%	94.9%	96.0%	*	*	96.4%	96.3%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	37,373	39,634	40,498	*	*	12,419	13,995
★ FHV safety and emissions failure rate - Initial inspection (%)	45.5%	44.9%	40.6%	45.0%	45.0%	40.8%	36.3%
- Re-Inspection (%)	15.6%	15.1%	14.4%	*	*	15.3%	13.9%
FHV safety and emissions inspections completed on time (%)	99.9%	99.8%	99.9%	*	*	100.0%	100.0%
Boro Taxi safety and emissions inspections conducted	NA	NA	11,202	*	*	1,327	5,745
Boro Taxis safety and emissions failure rate - Initial inspection (%)	NA	NA	49.7%	*	*	50.3%	51.2%
- Re-inspection (%)	NA	NA	13.0%	*	*	14.8%	14.0%

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

Goal 1c

Ensure all vehicles operating for-hire follow TLC rules and regulations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Medallion patrol summonses issued	3,574	7,240	7,676	*	*	1,675	4,712
Administrative summonses issued to medallions	15,460	14,877	6,953	*	*	2,106	3,852
FHV patrol summonses issued	41,254	32,633	41,939	*	*	13,353	14,593
★ - Summonses issued for illegal street hails and unlicensed activity	20,547	17,258	19,031	*	*	6,624	4,487
Administrative summonses issued to FHVs	3,945	5,861	6,403	*	*	1,450	3,965
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	NA	83.0%	85.4%	*	*	83.2%	91.4%

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

Goal 1d Provide excellent customer service to licensees.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Average wait time at Long Island City licensing facility (hours: minutes)	0:23	0:14	0:28	0:25	0:25	0:21	0:12
Medallion drivers' licenses issued	27,816	28,057	29,569	*	*	10,390	10,909
For-hire vehicle drivers' licenses issued	33,374	34,229	40,388	*	*	12,975	23,297
Average days to receive a medallion driver's license from initial application	50.9	49.6	62.3	*	*	50.0	76.8
Average days to receive a FHV driver's license from initial application	21.5	19.9	61.7	*	*	37.1	56.5
★Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	1:18	0:55	0:53	1:00	1:00	0:52	0:44
★Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	1:22	0:56	1:00	1:00	1:00	0:49	0:36
Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	NA	NA	0:57	*	*	0:50	0:45

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

Goal 1e Promote excellent customer service for passengers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Average time to close a consumer complaint (calendar days): Medallion	38.0	47.0	52.0	55.0	55.0	61.0	59.3
Medallion driver complaints received	19,161	18,109	17,409	*	*	5,762	5,574
★Average time to close a consumer complaint (calendar days): FHV	54.4	56.1	55.0	55.0	55.0	71.0	58.1
FHV driver complaints received	2,761	3,002	2,666	*	*	884	1,068

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

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Medallion vehicles	13,237	13,237	13,566	*	*	13,237	13,579
For-hire vehicles (includes Boro Taxis)	41,044	43,668	51,145	*	*	45,673	54,640
- Boro Taxis	NA	NA	5,048	*	*	851	5,745

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Emails responded to in 14 days (%)	78%	75%	93%	60%	60%	95%	100%
Letters responded to in 14 days (%)	97%	94%	92%	90%	90%	95%	100%
Calls answered in 30 seconds (%)	12%	18%	43%	15%	15%	32%	56%
Completed customer requests for interpretation	6,163	7,990	5,721	*	*	NA	NA
CORE customer experience rating (1-100)	80	84	87	80	80	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	90%	88%	96%	90%	90%	93%	98%
Percent meeting time to first action - Lost Property (7 days)	94%	94%	87%	90%	90%	88%	85%
Percent meeting time to first action - Miscellaneous Comments (14 days)	63%	67%	84%	60%	60%	70%	99%
Percent meeting time to first action - Request for Information (14 days)	76%	72%	90%	60%	60%	85%	99%
Percent meeting time to first action - Taxi Complaint (14 days)	93%	82%	94%	90%	90%	90%	96%

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$31.7	\$36.7	\$46.4	\$75.0	\$76.8	\$68.0	\$15.5	\$19.5
Revenues (\$000,000)	\$42.8	\$54.4	\$412.0	\$618.3	\$116.7	\$389.4	\$24.5	\$42.2
Personnel	461	514	592	683	722	755	516	584
Overtime paid (\$000)	\$819	\$891	\$1,377	\$1,230	\$1,390	\$1,260	\$362	\$432

¹February 2015 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For additional information go to:

- 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.

