

New York City Taxi and Limousine Commission 2016 Annual Report



Welcome

Dear New Yorkers:

Welcome to the New York City Taxi and Limousine Commission's (TLC) 2016 Annual Report. The TLC is a Charter-mandated City agency responsible for creating and implementing policies and standards that protect public safety and consumer rights. The TLC achieves this through the regulation of more than 150,000 licensed drivers, almost 100,000 vehicles, and more than 8,000 businesses.

The TLC continues to prioritize its work in enhancing transportation options in New York City for persons with disabilities who use wheelchairs, as well as passengers who are visually- or hearing-impaired. Our Manhattan-based Accessible Dispatch program completed about 1,220 trips per week in 2016, and we will expand this program to serve passengers throughout the five boroughs in 2017.

As one of three lead agencies in Mayor de Blasio's Vision Zero Action Plan, the TLC has made significant progress that includes the expansion of driver education, safety outreach, the approval of new rules to decrease the risks associated with fatigued driving, and sharing important safety data with consumers through online base reports.

We also honored the achievements of the safest TLC-licensed drivers, a growing group of almost 400 licensees with outstanding safety records who completed more than 1.8 million safe trips during the past year. In recognition of the fact that drivers more readily embrace safe driving practices when our Vision Zero goals are shared with their base operators, the TLC also recognized 23 taxi fleets, for-hire vehicle bases, and commuter van operators that boast distinguished safety records. We look forward to seeing our pool of exemplary drivers and businesses continue to expand in 2017. (FYI -- our Vision Zero work is discussed in greater detail later in this report.)

The TLC continues to welcome and encourage new and innovative forms of technology to offer passengers additional transportation choices in New York City. There are now three operational e-hail providers in New York City that offer passengers the option to pay taxicab fares using an app, and e-hail ridership rose over the previous year. An additional three e-hail providers have been approved to operate in New York City. Along those lines, the Taxi and Limousine Commission approved two dispatch service providers in 2016, following the creation of the new license class in 2015.

As the number of driver license applicants continues to rise, the TLC has greatly improved the efficiency of our licensing process by, among other efforts, opening a new satellite licensing facility in Staten Island in 2016. The agency also continued to greatly broaden the scope of transactions that can be processed online through the License Application Renewal and Summons web program (LARS). Online-only driver license renewals and new driver application submissions, text message updates on application statuses, and an online spreadsheet with new driver application status information online have boosted customer service and made our licensing processes more efficient. We also recently adopted a new Integrated Voice Response System (IVR) that allows applicants or licensees to obtain information on a variety of topics, without having to wait for an agent.

Needless to say, we at the TLC have a challenging year ahead of us, and we are excited at the possibilities!

Thank you for your interest.

Sincerely,
Meera Joshi
Commissioner/Chair

TLC's Mission and Structure

Charter Mandate

The New York City Taxi and Limousine Commission (TLC) was created by Local Law No. 12 of 1971, and is charged with “furthering the development and improvement of taxi and livery service in New York City, establishing an overall public transportation policy governing taxi, coach and car services and wheelchair-accessible vans, and to establish certain rates and standards.”

TLC Mission Statement

The mission of the Taxi and Limousine Commission is to ensure that New Yorkers and visitors to the city have access to taxicabs, car services, and commuter van services that are safe, efficient, sufficiently plentiful, and provide a good passenger experience. We understand that private transportation services are an essential component of the city's transit network, alongside publicly operated mass transit. We believe both in the power of market forces to ensure that supply meets demand, and in the need for intelligent regulation to set the rules of competition, ensure safety, provide transparency to market participants, and reduce unwanted externalities such as pollution. Our fundamental principles include:

1. Our people are the key to our success. In recruiting new colleagues, we look for highly capable people with whom we enjoy working and who we believe will share our commitment to the TLC and its mission.
2. Our customers include participants in the industries we regulate, passengers transported by those industries, and businesses throughout the city whose success depends on the smooth functioning of a robust transit system. We are committed to providing excellent customer service, meaning courteous treatment, prompt responses to inquiries and requests, and evenhanded enforcement of our rules. We are committed also to making policy decisions based solely on what is best for the public we serve.
3. We operate with the highest level of integrity and honesty. We will be forthright with those we regulate, with the public, and with our partners in government and in the private sector, and we will expect the same in return. We are mindful that our success ultimately depends upon maintaining the confidence of each of these constituents.
4. We pursue long-term goals. We will always value genuine and permanent gains in our ability to accomplish our mission over immediate cost-savings or public-relations benefits.
5. We strive continually to improve our operations and our policies. We innovate, knowing that some innovations will fail. We encourage an environment that fosters open debate, values contrary opinions and tolerates honest mistakes. We understand and value the importance of technology and are constantly looking for ways to utilize technology to make our operations more efficient and productive.
6. We must continually remind ourselves of our limitations and dedicate ourselves to the avoidance of hubris. We will use all information available to us and will conscientiously seek to apply our values to the facts as we know them, but we are always cognizant of the possibility of error. We are ready to recognize, correct and learn from our mistakes.
7. Our mission places large demands on each of us. From time to time we will face criticism from our customers and from the public at large, and sometimes we will become frustrated. Nonetheless, we work with passion, commitment and enthusiasm, we keep the office atmosphere friendly and professional, and we try to have fun in our jobs as much as possible.

Commission Board Structure

The Board of the Taxi and Limousine Commission is comprised of nine members, eight of whom are unsalaried. The salaried Chair presides over the Board and acts as head of the agency, which carries out the Commission's day-to-day licensing, regulatory and enforcement functions, as well as functions associated with the adjudication of licensee rule violations. Members of the Commission are appointed by the Mayor, with the advice and consent of the City Council, each to serve a seven-year term. One representative of each of the city's five boroughs is recommended for appointment by a majority vote of each borough's respective City Council delegation. As of December 31, 2016, there were three vacant positions on the Commission.

Meera Joshi

Commissioner and Chair Meera Joshi was appointed by Mayor Bill de Blasio and confirmed by the City Council in April 2014. Prior to becoming Commissioner/Chair, Meera Joshi served the agency as its Deputy Commissioner of Legal Affairs and General Counsel.

Bill Aguado

Bill Aguado was appointed by the Mayor on the recommendation of the Bronx delegation to City Council in May 2015. A leading cultural and community activist in the Bronx, Commissioner Aguado retired in 2011 as Executive Director of the Bronx Council on the Arts (BCA), and since then he is still called upon to lend his expertise on behalf of emerging artists, community cultural groups and community-based organizations.

Jacques Jiha

Commissioner Jiha was appointed by the Mayor in August 2014. He also serves as Commissioner of the New York City Department of Finance. Prior to becoming Finance Commissioner, Mr. Jiha was the Executive Vice President/Chief Operating Officer and Chief Financial Officer of Earl G. Graves, Ltd., a multi-media company with properties in print, digital media, television, events and the internet.

Nora Constance Marino

Appointed by the Mayor on the recommendation of the Queens delegation to the City Council in 2011, Commissioner Marino is a former JAG Officer in the United States Army Reserve and maintains her own law practice.

Lauvienska Polanco

Lauvienska Polanco was appointed by the Mayor de Blasio in 2016 after serving as the Manhattan member of the Commission. Commissioner Polanco serves as Principal Law Clerk at the Bronx Supreme Court.

Kenneth C. Mitchell

Appointed to the TLC by Mayor de Blasio on the recommendation of the Staten Island delegation of the City Council in November 2016, Kenneth Mitchell also serves as the Executive Director of the Staten Island Zoological Society, a position he has held since September 2011. In that capacity, Mr. Mitchell is responsible for the overall administration and the day-to-day operation of the Staten Island Zoo, a destination for more than 190,000 visitors annually.

Commission Meetings

The TLC holds regularly scheduled public meetings where regulatory actions are discussed, public testimony is heard and action is taken by the Commission, base station license applications are approved, and agency staff delivers presentations on new and proposed policies, legislation, pilot programs and regulatory modifications. As a result of TLC rulemaking in 2016, nine new rules have been promulgated and gone into effect.

2016 Rulemaking Actions

Commission Vote	Subject	Status
January 21, 2016	Drug Test Timing and Signage	Effective February 27, 2016
February 25, 2016	SHL Base Owner as Agent	Effective February 27, 2016
	Owner Must Drive Repeal	Effective April 3, 2016
April 21, 2016	Driver Healthcare and Disability Fund Repeal	Effective April 3, 2016
	Partitions Optional	Effective May 28, 2016
June 23, 2016	Penalty Review	Effective July 30, 2016
July 18, 2016	Implementation of New Local Laws Regarding FHVs	Effective August 6, 2016
	Fatigued Driving Prevention	Effective October 20, 2016
September 15, 2016	TLC Driver License	Effective October 22, 2016
December 8, 2016	Citywide Accessible Dispatch	Anticipated Effective Date in January, 2017

Regulatory Highlights

Owner Must Drive Rule Repealed

The TLC's Owner Must Drive rules previously required that owners of independent taxicab medallions who purchased their medallions after January 6, 1990, personally drive their taxicabs a minimum number of hours each year.

TLC determined that repeal was desirable as it would remove a restriction on an independent owner's ability to operate his or her medallion.

Penalty Review Rule Package

In a broad-based revamp, the TLC performed a general update of its rulebook that featured a comprehensive review of and update to penalty provisions. Rules were also created to enhance enforcement against the prohibited conduct of sexual harassment and sexual contact, and to enhance enforcement of the Hail Exclusionary Zone (Manhattan south of West 110th St. and East 96th St., John F Kennedy Airport, and LaGuardia Airport). Rules also streamlined elements of our licensing by increasing the length of time that a defensive driving course is valid, and by requiring licensees to end affiliations with suspended bases.

TLC Driver License

Providing flexibility for the industries we regulate is a key goal of the TLC. The City previously offered separate drivers' licenses for taxi medallion drivers and for-hire vehicle (FHV) drivers. Local Law 51 of 2016 required TLC to create the TLC Driver License, authorizing holders to operate both Taxicabs and FHVs. The

rule also converted all existing Taxicab Operator and FHV Operator licenses to TLC Driver Licenses, so that any driver licensed to operate a FHV may also operate a Taxicab, and vice-versa.

The TLC Driver License creates opportunity for both drivers and businesses, as they may each choose more freely across the for-hire transportation industries, apps, hail services, business models and vehicle types that have made the New York City for-hire community so dynamic and have given passengers a diversity of transportation options.

Citywide Accessible Dispatch/Accessibility

Ensuring that for-hire service is accessible to all New Yorkers is an important goal for New York City. In 2016, the TLC began implementing rules, passed in 2014, to create a 50% wheelchair accessible taxicab fleet by 2020. As of January 1, 2016, each new vehicle hacked up as part of an unrestricted medallion mini-fleet is required to be accessible until at least 50% of the mini-fleet is accessible. Similarly, each independent medallion owner selected in the accessibility drawings, held throughout the second half of 2015, is required to place an accessible taxicab into service when his or her current vehicle retires. Each independent medallion's accessibility requirement will apply to vehicles hacked up on an alternating basis. In total, 906 accessible taxicabs, 581 mini-fleet and 325 independent, were placed into service in calendar year 2016.

The TLC continues to collect the \$0.30 per ride Improvement surcharge on all taxicab and SHL trips, which is used to offer financial incentives to owners and drivers of accessible vehicles. The Taxi Improvement Fund (TIF) owner program provides yellow taxi medallion owners with up to \$30,000 over the four-year accessibility requirement term to assist with the purchase and operation of accessible vehicles. The TIF driver program provides yellow taxi drivers with \$0.50 per trip completed in an accessible vehicle. The Taxi Improvement Fund disbursed \$10,556 to 229 yellow taxi medallion owners and \$1,031,445 to 1,296 drivers in 2016.

TLC By the Numbers

Calendar Year 2016	
Active Licenses	258,163
<i>(as of December 31, 2016)</i>	
Drivers	
TLC Driver License	153,485
Paratransit Driver License	1,866
Commuter Van Driver License	269
Total Driver Licenses	155,620
Vehicles	
Street Hail Service	
Medallion Taxis	13,587
Standby Vehicles	112
Street Hail Liveries	5,632
Prearranged Service	
For-Hire Vehicles (non-SHL)	80,881
Black Car	58,647
Livery	17,347
Luxury Limousine	4,887
Paratransit Vehicles (non-SHL)	659
Commuter Vans	437
Total Vehicle Licenses	101,308
Bases	
Black Car Bases	278
Community Car Services	468
Luxury Limousine Bases	170
Commuter Van Authorizations	53
Paratransit Bases	122
Total Base Licenses	1,091
Businesses	
Taxicab Brokers	24
Medallion Agents	69
Taxicab Meter Shops	31
Taxicab Meter Manufacturers	4
TPEP	3
LPEP	2
E-Hail Providers	6
Dispatch Service Providers	2
Total Business Licenses	144

Scope of Regulated Industries

The Taxi & Limousine Commission is responsible for licensing and regulating for-hire transportation in New York City. The TLC regulates several sectors that each includes drivers, vehicles, businesses and other related entities.

There are 13,587 medallion taxicabs currently authorized to accept hails from passengers within the five boroughs. Approximately 80,000 other vehicles serve the public through pre-arrangement and radio dispatch. These for-hire vehicles (FHVs) include community car service (or livery) vehicles, black cars, and luxury limousines with a seating capacity of up to 20 passengers. 2016 was the fourth year TLC issued the Street Hail Livery (SHL) permit, which allows green cabs to legally provide street hail service in areas traditionally underserved by yellow taxis. TLC also licenses and regulates paratransit vehicles (ambulettes) and commuter vans that are authorized to transport passengers within specific geographic zones via pre-arrangement. TLC-licensed vehicles are an essential part of the comprehensive transportation network of New York City. It is estimated that these vehicles transport over one million passengers each day. In addition, the TLC licenses and regulates the businesses that manufacture, install and repair the meters used in New York City taxicabs, brokers who assist buyers and sellers of taxicab medallions, and agents that operate taxicab medallions on behalf of owners. TLC also regulates vendors that have been approved to provide the TPEP and LPEP technology systems found in yellow and green taxis.

The TLC oversees the sale of medallions through a transfer of ownership. During 2016, the TLC oversaw the transfer of 125 medallions.

Projects, Initiatives and Events

Vision Zero

In February 2014, Mayor de Blasio released the Vision Zero Action Plan, which identified TLC, DOT, and the NYPD as the three lead agencies in a citywide effort to end traffic-related deaths in New York City by 2024. The over 155,000 drivers TLC licenses represent a highly visible part of the city's traffic and help set the tone for driving in the city. TLC's approach to the Vision Zero goal includes initiatives ranging from education and outreach, to legislation and enforcement. TLC Vision Zero initiatives in 2016 are detailed below.

Fatigued Driving Prevention Rules. At the July Commission Meeting, TLC approved new rules to decrease the risk of fatigued driving. TLC developed the rules based on a review of scientific research on fatigued driving, best practices in other transportation and safety-sensitive industries, and analysis of the data on TLC's own driver licensees. The rules seek to reduce serious safety risks of both acute and chronic fatigue by instituting daily and weekly hours of service limits. Once approved, the Commission delayed implementation of the rules to evaluate different methodology options with expanded data availability from the FHV sector. In December 2016, TLC published proposed revised rules that modify the way hours are calculated for the purposes of the rule and requiring drop off data from the for-hire vehicle sector.

Vision Zero Base Reports. In June 2016, TLC published the Vision Zero Base Reports, collections of statistics about individual TLC-regulated for-hire vehicle businesses. The 771 FHV bases featured in the reports dispatch more than 65,500 vehicles that drive more than one million miles each day. The reports include information such as crash frequency, safety violation frequency, and the number of drivers on TLC's Safety Honor Roll. The Vision Zero Base Reports are available online and allow passengers to conveniently review the overall safety records of each base's affiliated vehicles.

Outreach. Taxi fleets, car service bases, and industry associations across the city have welcomed TLC into their establishments to discuss Vision Zero and traffic safety strategies. TLC staff provide background on the goals of Vision Zero, information on new kinds of street designs, and safe driving tips to guide this discussion. At the end of the session, drivers sign the TLC Safe Driver Pledge. TLC staff held 423 Vision Zero meetings with drivers in total since the program began, with 140 of these in 2016. The majority of these presentations (80%) are to livery and black car drivers located in Queens and Brooklyn. Many of these meetings are conducted in both English and Spanish, ensuring the Vision Zero message reaches even more drivers.

Using the Vision Zero Base Reports, TLC determined the 20 car service bases most in need of enhanced support to improve their safety record. These bases had the highest rate of crashes resulting in injuries during the 2015 report period. By targeting these businesses, TLC hopes to reduce traffic fatalities through increased accountability and resources at the business level. This data-driven approach to safety intervention can help TLC increase its efforts where they are needed most to promote a safe driving culture, collaboration, and accountability among TLC-licensed businesses. TLC developed a packet of fleet safety information and resources and a new staff-led meeting with the business managers to review their Base Report and discuss plans for improving safety. The first set of meetings for this program, held in December 2016, targeted 20 mid-size TLC-licensed bases.

For the citywide initiative to alert drivers to the risks of dusk and darkness as daylight saving time ended in early November 2016, TLC played a critical role alerting our licensees. TLC staff handed out over 20,000 palm cards to drivers at the LaGuardia and JFK airport holding lots and TLC facilities, sent text messages to drivers, promoted messages on TLC social media and radio shows popular with drivers, and worked with fleet managers and industry organizations to get out the message.

Third Annual TLC Safety Honor Roll. The 2016 TLC Safety Honor Roll was the third annual event recognizing TLC-licensed drivers who have outstanding records of safe driving over many years and millions of miles behind the wheel. TLC reviewed all of its licensed drivers' records and identified drivers who have, over four or more years, not had a single crash resulting in an injury or fatality, a single traffic violation, or a single violation of TLC safety-related rules. The 378 drivers on the 2016 TLC Safety Honor Roll represent a truly elite group.

For the second year, TLC also honored 23 taxi fleets, for-hire vehicle bases, and commuter van companies with superior safety records. 2016's slate of honorees are leading the way in TLC-regulated industries, improving service to the riding public and making our streets safer places to live and work. Officials honored these drivers and businesses at a ceremony with their families on September 14, 2016.

TLC Safety Honor Roll drivers have had no crashes involving fatality or injury, no traffic violations, and no violations of TLC safety-related rules for four or more years as TLC-licensed drivers.

- Our 2016 Honor Roll Safety Honorees completed 1.87 million trips over the course of one year. Assuming the average trip distance of 3 miles, they carried passengers a total of over 5.6 million miles. That's equivalent to 23.5 trips to the moon or 225 trips around the world.
- Together, 45 drivers are repeat honorees: 18 drivers were on the Honor Roll for each of the past three years, 16 drivers were on the Honor Roll for the past two years, and 11 drivers were on the Honor Roll in 2014 and 2016.
- On average, Honor Roll drivers have held their TLC license for 13 years.

TLC Safety Honor Roll companies have the lowest shares of vehicles involved in serious collisions (i.e., collisions with an injury) in their categories in 2016.

- The honorees include five yellow taxi fleets, fifteen car service bases (five small, five medium, and five large), and three commuter van companies.
- These companies have been in business for an average of 20 years.
- 12 of these companies provide street hail service, including both yellow taxis and green Boro taxis.
- Two business honorees have been on the TLC Safety Honor Roll for two consecutive years.
- Each type of car service base is represented: ten livery, three luxury limousine, and two black car.

Enforcement. One approach TLC has taken to deter dangerous driving behavior is improved traffic safety enforcement, focusing on the areas of the city with the most collisions involving TLC-licensed vehicles. TLC's enforcement officers, including a dedicated safety enforcement squad equipped with LIDAR guns, continue to place a high priority on traffic violations, such as speeding, distracted driving, and failure to yield to pedestrians, among TLC-licensed vehicles.

Over the past year, TLC doubled the number of the agency's enforcement officers trained by NYPD to use LIDAR guns - a decisive tool for enforcing our city's speed limits. In 2016, TLC officers issued 19 percent more speeding summonses and 67 percent more traffic signal and stop sign violations compared to 2015. TLC has also been focused on ensuring commuter van safety for both passengers and other street users. Throughout 2016, TLC squads paired with NYPD for 194 joint enforcement operations to combat unlicensed and unsafe commuter vans throughout the city, issuing 932 summonses for unlicensed activity. Stronger enforcement saves lives, reduces injuries and collisions, and increases safety for everyone on the street.

Driver Education. Since 1999, the TLC required all Yellow Medallion taxi drivers to complete "taxi school" and pass an exam. In 2015, the TLC adopted rules requiring those seeking an FHV driver license to also complete the same training as taxi drivers, expanding education opportunities to thousands of drivers annually. The 24-hour training course covers an array of topics, including a review of the TLC rules that impact drivers the most, an overview of the city's geography, and an introduction to the Mayor's Vision Zero plan with tips to protect themselves, passengers, and pedestrians. Drivers also receive instruction on good customer service, and are shown how to use in-vehicle technology.

In 2016, City Council passed a law removing the distinction between Yellow/Green Taxi and FHV Driver license classes. As a result of the merging of two major TLC driver license classes, the TLC combined the Medallion and FHV 24-hour courses into one comprehensive driver education training course. This consolidation presented the TLC with an opportunity to improve and expand not only the curriculum, but also language and location access for the course and exam. The expansion of the curriculum included more in-depth coverage of Vision Zero, with instruction on new road designs like protected bike lanes, high risk driving behaviors that lead to crashes and the important role professional drivers play in promoting a culture of safe driving.

In addition to expanding the curriculum, the TLC also improved access to the course for drivers both in language and location offerings. The 24-hour driver education course and exam are available in six different languages: Bengali, English, Simplified Chinese, Russian, Spanish, and Urdu. Drivers can enroll in these courses at one of the ten TLC-Approved driver education providers, with 12 locations across the five boroughs. The location expansion provides drivers with more convenience and flexibility when fulfilling their TLC driver education requirements.

With many changes taking place this year, outreach has been crucial in reaching those for whom these new requirements are applicable. To help alert drivers of the new requirement, the TLC created an education webpage dedicated to driver education requirements. The website includes an outline of education requirements for each type of driver license, how to apply for school, and the associated deadlines. The website also lists school locations, course costs, language offerings, and driver education resources. Colorful flyers were created and distributed to FHV bases and were put up on display in our licensing facility. Through these combined efforts, over 40,000 drivers completed driver education training in 2016.

Vehicle Safety Technology Pilot

The Vehicle Safety Technology Pilot was approved by the TLC Board of Commissioners in June 2014 and later extended by resolution on February 25, 2016. The Pilot is scheduled to conclude on April 7, 2017 with a current total of 8 technology participants and a running total of 385 licensed vehicles, which include yellow medallion

taxis, green taxis and for-hire vehicles (liveries and black cars). As part of our commitment to the Vision Zero Action Plan, TLC continues to evaluate the impact of vehicle safety technologies (VST), such as electronic data recorders (sometimes called “black boxes”), driver-alerting systems, and speed governors. The data captured from approved VST systems and user surveys has allowed us to analyze the impact on collision rates, driving behaviors (speeding, aggressive driving, hard braking, etc.), and the in-vehicle experience of drivers and passengers.

Participants have utilized driver alerts, behavior summaries and scoring components to provide managers with the tools necessary to combat unsafe driving and maintain safe fleet and base driving behavior. The TLC will also monitor the effect of licensee expenses to determine if the use of VST could potentially reduce vehicle maintenance costs and create insurance savings over time. The TLC will use the findings of this Pilot to inform any regulation that is adopted surrounding the use of these innovative technologies.

Street Hail Liveries

In 2016, TLC issued 217 of the second issuance permits, and there were approximately 5,600 SHLs in operation, each providing approximately 9 street hail trips per day. In 2016, SHLs provided over 16,385,000 legal street hail trips to the riding public of New York City. Of the total 8,334 SHL permits issued, 1,980 have been issued for exclusive use with wheelchair accessible vehicles.

Wheelchair accessible SHL permit holders are currently eligible to apply for a grant of up to \$15,000 to help with the additional costs of purchasing a wheelchair accessible vehicle. To date, over 1,200 grants have been awarded with several grant applications under review. New rules regarding the grant program, which would offer permit holders up to \$30,000 for keeping an accessible SHL in service for four years, were proposed in December 2016 and approved on January 5, 2017.

Alternative Technology Pilot Program. On October 15, 2015, the Commission approved a pilot program to experiment with new technologies in taxis to potentially replace the existing TPEP equipment and/or taximeter. The first approved participant, Flywheel Software Inc., began putting vehicles into operation on May 6, 2016, officially beginning the pilot. To date, Flywheel vehicles have performed 12,000 trips. The Commission is currently reviewing a second application. At the conclusion of the pilot, the Commission will use its findings to re-evaluate its taximeter and TPEP and LPEP rules to create a better riding experience for both the passenger and driver.

Taxicab & Street Hail Livery Passenger Enhancement Programs (TPEP & LPEP)

On July 27, 2016, the Commission approved a third TPEP provider, Flywheel Software, Inc. (“Flywheel”). Flywheel was a participant in the Alternative Technology Pilot Program, which was designed to experiment with new forms of in-vehicle technology that are passenger-friendly while still providing the same consumer protections as TPEP. Flywheel received temporary statewide approval from the New York State Department of Agriculture and Markets for its taximeter. The Commission also conducted its own testing of the taximeter and approved it on October 6, 2016. Flywheel is software-based and incorporates GPS signals in its fare calculations.

Public Notifications. As part of the Mayor’s Vision Zero Action Plan, the TLC continued to air street safety PSAs on Taxi TV and used Driver Information Monitors to send frequent safety reminders to taxi and SHL drivers.

E-Hail Update

The Commission continued to work with technology companies interested in entering the e-hail market for yellow and green taxis. As of December 2016 there were six approved e-hail app providers, three of which are currently operational in New York City. All of the operational e-hail apps provide the option to pay the taxi fare using the app (E-Payment).

E-hail ridership is up year-over-year. In October 2016, 28,281 taxi trips originated via e-hail compared to 7,359 trips in October 2015 and 28,467 SHL trips did the same, compared to 12,328 trips in October 2015.

Dispatch Service Provider License

On June 22, 2015 the Commission approved rules creating a new class of license called the Dispatch Service Provider License (DSP). DSP licenses allow app companies to enter into contracts with TLC-licensed bases to dispatch vehicles for the app companies. DSPs may operate under their own trade name and set their own fares. However, they may not charge more than the fare schedule that their contracted base filed with the TLC. DSPs are also restricted to dispatching only the vehicles that are affiliated to the bases with which they hold a contract, as opposed to full-fledged bases that may dispatch any TLC-license FHV that is in the bases' class.

In 2016, the Commission licensed two DSPs, both of which are still in the process of signing contracts with partner bases.

Automated Vehicles and Connected Vehicles

In 2016, TLC and the Department of Transportation (DOT) created an interagency taskforce to examine the rise of automated vehicles. In fall 2016, TLC spoke at an Automated Vehicle symposium hosted by Manhattan Borough President Gale Brewer. The two agencies will continue their partnership into 2017.

The TLC is also supporting the DOT's Connected Vehicle Pilot. In 2016, the Commission provided advice on tailoring the program for the for-hire industry, organized outreach to industry stakeholders, and facilitated operational meetings between DOT and possible installers.

Electronic Summoning and Administration Program

In 2016, the Electronic Summoning and Administration Program (ESAP) was enhanced in numerous ways in order to help TLC address various businesses changes as efficiently as possible. These changes included the addition of:

- New rules and new programs to accurately address the new "TLC Driver's License"
- A Prosecutor Notes section that reduces the need for paper and makes it easier to track case developments from one prosecutor to another
- Reporting enhancements that enable staff to export ESAP data to other programs for better analysis

In addition, the wireless handhelds that TLC Inspectors use during traffic stops were modified to quickly flag certain types of repeat offenders, thus saving time that might have been devoted to manual background checks.

TLC Data

In 2016, the TLC built on its reputation for transparency and open data by expanding the data and reports made available to the public. After collecting regular trip record data from the FHV industry throughout 2015, TLC released FHV trip record data for all reported trips in the first half of the year in August, releasing data on the same regular schedule established for yellow and green taxi trip data. TLC also began publishing monthly aggregate reports for yellow taxis, green taxis, and FHV's, allowing the public to see more frequent snapshots of key metrics including active vehicles and trip volumes. TLC datasets continue to be some of the most popular datasets on the City's Open Data portal.

Accessible Dispatch

Accessible Dispatch is a centralized service that enables customers in wheelchairs or with other mobility impairments to request a wheelchair accessible taxicab for pick-up anywhere in Manhattan. Customers may contact 311, use a smartphone app or dedicated website, or text or call the dispatcher directly to request an accessible taxi. Customers pay only the metered taxi fare, and there is no additional charge for the service. Drivers receive a dispatch fee as compensation for the time they spend traveling to pick up the passenger.

The Accessible Dispatch program experienced tremendous growth and success in 2016, with 63,500 trips completed. The Manhattan-based program now completes approximately 1,500 trips per week and receives more than 200 trip requests from customers per day. Even as trip volume continued to rise, program performance improved throughout 2016. Taxis are now arriving at the customer's desired pickup location less than 11 minutes from the time of the trip request on average.

Building on another successful year, the Accessible Dispatch program is now poised to serve passengers in every borough. The TLC has selected a vendor to operate the Accessible Dispatch Program citywide in 2017. The TLC will utilize the growing number of accessible taxicabs and SHLs to service New Yorkers in every borough with on-demand and reservation-based wheelchair-accessible service.

Local Laws Passed in 2016

Local Law 43

- Requires information security and use of personal information policies for services licensed by the Taxi & Limousine Commission.

Local Law 49

- Requires all Black Car and Luxury Limousine Bases to provide a fare estimate on request and prohibits Black Car and Luxury Limousine Bases from charging more than 120 percent of any fare estimate they give to a passenger.

Local Law 50

- Eliminates the vehicle retirement requirement for all Black Cars.

Local Law 51

- Creates a universal license for taxicab and for-hire vehicle drivers.

Local Law 52

- Increases penalties for illegal pickups made by green taxis within the Hail Exclusionary Zone.

Agency Overview and Performance

Budget and Headcount

The TLC's Fiscal Year (FY) 2016 operated on a modified budget of \$68,567,792 (\$38,841,925 for Personal Services and \$29,725,867 for Other than Personal Services). The TLC had an authorized headcount of 701 for FY 2016. The FY 2017 adopted budget is \$37,770,858 for Personal Services, and \$32,914,375 for Other than Personal Services, with an authorized headcount of 700.

Licensing Division

Processing Volumes and Wait Time

- The Licensing Division processed over 193,000 Driver and Vehicle related transactions in Calendar Year (CY) 2016 compared to 159,000 in Calendar Year 2015.
- The average wait time in the facility was 26 minutes.
- Over 112,000 inspection appointments (Visual and DMV) were scheduled.

Self-Scheduling of Appointments

The TLC recently instituted a self-scheduling appointment system for the filing of new vehicle license applications and the purchase or management of Street Hail Livery permits to minimize wait times and provide the customer with scheduling flexibility. Customers can now choose the date and time that best suits their schedule. The TLC hopes to enhance this system to include the self-scheduling of both DMV and visual inspections at our facility in Woodside.

License Application Renewal and Summons (LARS) Online Program and other Online Initiatives

During 2016 the Licensing Division completed additional enhancements to the License Application Renewal and Summons (LARS) Online Renewal Payment Program:

- All driver license renewal payments are now completely online
 - This change allows licensees to submit their payments online in a secure and direct manner. Licensees can pay fees seamlessly by choosing the e-check option.
 - It is no longer necessary for an applicant to submit a request for an appointment to file their application.
- Applicants for a new driver license now submit their application online at their convenience and then arrange for their needed appointments with our partner vendors to complete the other application requirements (e.g., drug test, fingerprinting, education and training) on dates, times and with their choice of multiple convenient locations throughout the city.
 - Documents required for the completion of the application process also now no longer need to be mailed in or submitted in person. They can now be emailed directly to the TLC where they are then added to the applicant's file.
- Medallion Owners or their Designated Agents and Street Hail Livery Permit owners can now pay both their Improvement Fund fees and their renewal fees online.

Top Ten Field Enforcement Summonses in 2016 Issued by Location

NYC Administrative Code or TLC Rule Violation	LICENSE TYPE	Borough Precincts					Airports		Total
		Manhattan	Bronx	Brooklyn	Queens	Staten Island	JFK	LGA	
80-13(A)(2),54-13(A)(2),55-13(A)(2)Moving Violations	UNIV	8,176	255	214	394	4	1	0	9,044
80-14(G)(1),55-14(G)(1), 54-14(E)(1) Use of Electronic Devices While Driving	UNIV	6,429	363	334	452	5	334	103	8,020
19-506(b)(1) Operating For Hire Without TLC License	FHV	541	88	782	472	4	2,175	449	4,511
59A-25(A)(1) Illegal Street Hails (Owner)	FHV	2,513	403	56	114	5	899	454	4,444
80-19(C)(1), 55-19(A) Illegal Street Hails (Driver)	UNIV	1,750	742	83	81	3	760	597	4,016
59A-26(A) Missed Tri Annual Vehicle Inspections	FHV	2,854	9	21	34	0	2	4	2,924
58-30(A) Taxi Cab In Good Working Condition	MED	2,196	138	200	168	8	108	46	2,864
80-24(A)(2),55-23(A)(3)(II) License Not In Frame or Visible	UNIV	1,241	127	139	168	5	358	70	2,108
19-506D Driver Operating Without TLC License	FHV	985	208	170	191	4	201	102	1,861
59A-27(E) Vehicle in Good Working Condition	FHV	1,301	143	127	136	6	8	3	1,724

In 2017, the TLC will add more online options for both applicants and licensees, including:

1. Allowing vehicle owners to schedule an appointment for their vehicle inspection at our Woodside facility at their convenience
2. Enhancing the new driver application process to allow the upload of required information when the application is submitted
3. Obtaining status updates on their licenses
4. Submitting transfer applications for bases, vehicles, and license plates
5. Allowing licensees to change medallion agents

Call Center and Integrated Voice Response System (IVR)

The Call Center and IVR answered and handled 271,000 calls in 2016, an average of 22,000 calls per month. In addition to providing information to passengers and drivers, various staff members are assigned the task of

conducting searches for property lost by passengers using TPEP and LPEP. These systems enhance our ability to track down and locate lost property reported to us by the riding public. In April 2016, the TLC began to utilize our new Integrated Voice Response System (IVR). The IVR allows any licensee or applicant to obtain the status of and the basic information on, his or her license. The IVR provides data on a licensee's status, the license expiration date, the last date various actions were taken by them, such as the date of their last drug test or vehicle inspection, the number of open summonses they have, and the amount of any open fines. The system will also provide instructions for obtaining TLC services, submitting applications, and/or for the continued maintenance of their license. The IVR also allows the applicant or licensee to request that an email be sent to them that spells out all of the information provided by the IVR. These emails provide a summary of the call as record of the current status of their license. The system also has a callback feature that allows a client to opt for a callback rather than holding for an agent. Of the 271,000 calls answered and handled in CY2016 165,000 (an average of over 20,000 calls per month since inception) were managed by the IVR alone. We will continue to look for ways to expand and enhance its usage so as to provide the licensee with the best possible level of service, irrespective of whenever they call.

Safety and Emissions

To help reduce air pollution, all yellow taxi cabs have a Safety and Emissions inspection every four months, SHL vehicles receive one every six months, and other FHV's are required to be inspected once every two years. This Safety and Emission inspection program helps make sure every vehicle registered meets the minimum standards for safe operation on public streets and highways. In 2016, the Safety and Emissions Division (S&E) performed 50,735 medallion DMV inspections, 58,402 for-hire vehicle DMV inspections and 19,192 Street Hail Livery vehicle DMV inspections.

Uniformed Service Bureau

The TLC's Uniformed Service Bureau (USB) continued its successful enforcement initiatives. With the implementation of Vision Zero in 2014, the TLC began a systemic and sustained collaboration with the NYPD in areas of traffic enforcement, LIDAR speed enforcement and poaching by illegal commuter vans. In 2016, TLC combined with NYPD to conduct 89 joint operations to combat traffic safety and LIDAR operations, 195 illegal commuter van operations were also conducted.

Administrative Enforcement

Prosecution continues to use TPEP/LPEP trip data and other data to better enforce its regulations for yellow and green taxis. In 2015, the TLC began requiring FHV's to submit trip data, which allows the TLC to carry out similar enforcement for the FHV sector. For example, through the use of TPEP/LPEP and other data, the TLC issued over 43,000 summonses and settlements, in 2016, for violations including driving with a suspended TLC license or drivers who run red lights.

Field Enforcement Summonses Issued in 2016

TYPE OF SUMMONS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2016
ILLEGAL STREET HAILS (DRIVER)	555	587	815	465	499	426	408	529	507	504	468	421	6,358
ILLEGAL STREET HAILS (OWNER)	2	5	39	2	315	561	536	673	640	592	534	497	4,447
GREEN ILLEGAL STREET HAILS (DRIVER)	123	88	71	34	29	27	46	43	44	42	27	21	585
GREEN STREET HAILS (OWNER)	127	89	72	31	35	40	58	50	48	43	27	26	623
OWNER UNLICENSED OPERATION	163	208	241	172	249	206	186	313	311	301	377	347	3,097
UNLICENSED DRIVER	290	327	422	278	334	302	276	325	338	241	303	293	3,739
OTHER OFFENSES (EQUIPMENT, ETC.)	2,907	3,302	3,816	3,685	3,746	3,921	2,759	2,928	2,515	1,922	2,426	2,697	36,090
TOTAL SUMMONSES	4,167	4,606	5,476	4,667	5,207	5,483	4,269	4,861	4,403	3,645	4,162	4302	55,013

LIDAR Enforcement

In 2015, the TLC obtained equipment and training for our LIDAR speed enforcement team. Light Detection and Ranging (LIDAR) is similar to Radar but more sensitive and accurate in the detection of speed. In 2016, 863 LIDAR summonses have been issued.

App Enforcement (Base Squad)

TLC tests apps used in licensed vehicles to ensure that they adhere to the TLC's safety, accessibility and price-transparency requirements. TLC will continue to monitor compliance with these requirements in 2017 and take measures to enforce as necessary.

NYPD Collision Investigation Squad

The TLC responds to vehicle collisions involving TLC-licensed drivers and vehicles where a passenger, driver or pedestrian has died or is deemed "likely to die." In 2016, there were 41 total cases, 30 of them being joint NYPD CIS cases.

Hearings Unit

In 2016, the Court Unit was expanded into the comprehensive Hearings Unit. Whereas consumer complaint summonses and some administrative summonses were previously heard at other OATH locations, they are now prosecuted alongside field summonses and administrative summonses at OATH's Hearings Division in Long Island City, Queens. Combining all summons prosecution in one location has been a great convenience for both the Prosecution Division and the licensees. Prosecution no longer has to split its resources between two separate locations, and the licensees now know that they have only one location to go when they receive a summons. It also ensures that the licensees have the opportunity to speak with our Settlements Unit on any summons they receive prior to having a hearing, and that the attorneys and staff in Settlements will be able to quickly confer with their colleagues in Hearings on any summons that is presented for a settlement. As a result, the percentage of settlements and guilty pleas on summonses issued has increased from last calendar year and the percentage of defaults has decreased.

	Summonses Issued	Actual Hearings	Settlements	Defaults	Guilty Pleas	Guilty Pleas (Mail)
January	4,831	239	3,658	640	532	102
February	4,735	312	3,727	612	635	113
March	5,777	327	4,229	759	655	126
April	5,245	276	3,375	585	649	110
May	5,760	277	3,333	824	651	78
June	5,864	235	2,869	875	627	112
July	4,668	165	2,903	674	294	87
August	5,206	177	2,979	835	247	76
September	5,252	207	3,380	880	150	45
October	4,378	116	2,681	588	118	37
November	4,797	43	2,317	250	145	47
December	5,311	207	2,840	337	178	92
Grand Total	61,824	2,581	38,291	7,859	4,881	1,025

Consumer Complaint Unit

The Prosecution Division also houses the Consumer Complaint Unit (CCU) which investigates complaints from the riding and general public and issues summonses when warranted. As ridership remained consistent with that of the previous year, so did the number of complaints the TLC received from the public, receiving 22,045 consumer complaints from passengers in 2016 compared to 21,862 in 2015. The unit prosecuted 8,609 cases in 2016 compared to 9,453 in 2015. An increase in CCU staffing allowed for a reduction in processing times. On average, CCU investigated complaints through to the issuance of a settlement in 14 days, down from 21 days in 2015.