

# TRIP RECORD SUBMISSION FREQUENTLY ASKED QUESTIONS (FAQs)

This FAQ is meant to answer specific questions that you may have after reviewing the Electronic FHV Trip Record Submission website at <http://www.nyc.gov/triprecords>. Please read the website completely before reading this FAQ. The FAQ is based on real questions that the TLC has received from base owners. If you have a question that is not answered here, please contact the TLC at [triprecords@tlc.nyc.gov](mailto:triprecords@tlc.nyc.gov).

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## Why TLC is Collecting Trip Records

### 1. Why am I required to submit my base's trip records?

On December 31, 2014, the Taxi and Limousine Commission (TLC) updated its rules to require For-Hire Vehicle (FHV) bases to submit trip records electronically to the TLC on a regular basis (§59B-19 of the TLC Rules). The rule in essence automates existing requirements by requiring all FHV bases to submit to the TLC at regular intervals information about every trip that they are currently required to maintain pursuant to chapter §59B-19 of the TLC Rules.

Automating the collection of trip information will allow the TLC to better understand the FHV industry and ensure that passengers who want rides can get them safely and reliably. One of the ways it will do so is by allowing the TLC to more easily identify the driver and vehicle servicing each trip, providing the TLC with more accountability. This will help to streamline the consumer complaint process for bases and will decrease the number of directives issued to bases requesting trip records.

TLC has long collected detailed trip records from yellow taxis, allowing TLC to gain valuable insight into the taxi industry. These trip records have allowed TLC to monitor and correct deficiencies in yellow taxi service, leading directly to the TLC introducing, among other valuable programs, Street Hail Liveries and E-Hail Applications. To date, the TLC has not had this type of insight into the FHV industry. Receiving uniform trip records in regularly scheduled intervals will enable the TLC to better develop informed policies governing FHV service, as it has done so for taxicab service.

### 2. Did TLC inform bases of this rule prior to approval in Dec 2014?

All additions or changes to the TLC's rules follow the process outlined in the City Administrative Procedure Act (CAPA). CAPA requires that the TLC publish a draft of any proposed additions or changes to a rule in the City Record for at least 30 days of public comment, and then hold a public hearing on the proposal. During that 30-day public comment period, any member of the public can send in written comments. They are also invited to testify in person at the public hearing to voice their opinions and concerns.

The TLC published these proposed rules in the City Record and on TLC's website on September 16, 2014 and held a public hearing on the changes to rule 59B-19 on October 16, 2014, at which 16 speakers testified. On November 20, 2014, TLC voted on and approved the rules, which then went into effect on December 31, 2014.

If you have not yet signed up to receive TLC industry notices or notices of new rules and public hearings please sign up for the TLC newsletter at <http://www.nyc.gov/taxi>. Once there click on the tab that says "Newsletter Sign-up." Fill out your contact information and check the boxes that say "City Record – New York City Procurement" and "TLC News," then press "Subscribe." Signing up for these newsletters will keep you up to date on all public hearings where you can come express your opinion on proposed rules.

### **3. What if my base does not currently keep electronic trip records?**

If your base currently keeps paper trip records, you must convert to submitting the records electronically. You can use the spreadsheets to record, organize, and look up trips more easily than if you were to report trip records on paper. The TLC recognizes that the process of learning to keep electronic trip records will take time and assistance. Keeping records electronically can help your base do the following things:

- Store information in a centralized location
  - No more keeping and searching through piles of paper
  - Keep data in a neater and readable format (no more confusion with hand written records)
- Reduce the number of directives from TLC that you have to respond to when TLC receives consumer complaints
- Help you understand how your business is running
  - For example: You can see how many trips your vehicles are doing on a daily basis

Please contact TLC if you have specific questions or concerns about your base's ability to keep electronic trip records.

**Project Timeline/Deadlines**

**4. When are trip records due?**

Each TLC base has been assigned to one of three “waves.” Bases have different due dates depending on the wave they are assigned to. After an initial launch period where bases are permitted to submit trip records monthly, submissions will be due on a weekly basis. You can find out which wave your base is assigned to by downloading the List of Wave Assignments at [http://www.nyc.gov/html/tlc/html/industry/fhv\\_trip\\_rec.shtml](http://www.nyc.gov/html/tlc/html/industry/fhv_trip_rec.shtml).

| Wave | Submission Due Dates for Initial Launch   | What to Include in the First Submission | What to Include after the First Submission   |
|------|---|---|--|
| 1    | <ul style="list-style-type: none"> <li>• First: March 31, 2015</li> <li>• Second: April 30, 2015</li> <li>• Third: May 31, 2015</li> <li>• Fourth: June 30, 2015</li> <li>• Fifth: July 31, 2015</li> </ul> | January - February 2015 trip records    | <p>Submit trip records for the previous month by the last day of every month</p> <p>For example, March 2015 trip records are due by April 30, 2015</p> |
| 2    | <ul style="list-style-type: none"> <li>• First: May 31, 2015</li> <li>• Second: June 30, 2015</li> <li>• Third: July 31, 2015</li> </ul>  | March – April 2015 trip records         | <p>Submit trip records for the previous month by the last day of every month</p> <p>For example, May 2015 trip records are due by June 30, 2015</p>    |
| 3    | <ul style="list-style-type: none"> <li>• First: June 30, 2015</li> <li>• Second: July 31, 2015</li> </ul>   | April – May 2015 trip records           | <p>Submit trip records for the previous month by the last day of every month</p> <p>For example, June 2015 trip records are due by July 31, 2015</p>   |

**5. What do I do if I need more time to submit my trip records?**

If you need more time to submit your trip records you can ask the TLC for an extension by emailing [triprecords@tlc.nyc.gov](mailto:triprecords@tlc.nyc.gov) and asking for an extension request form. The form will allow you to apply for an extension. After reviewing the form, the TLC will inform you if your extension has been granted.

**6. I am a new base owner and my base is not on the list of Wave Assignments. When do I have to submit my trip records by?**

Bases that opened after the List of Wave Assignments was created are not included on the list. These bases are all assigned to Wave 3. These bases’ first trip record submissions are due by June 30, 2015.

**7. What will the schedule look like after moving to weekly submissions?**

After the launch period is over, the TLC will require bases to submit trip records on a weekly basis. The TLC expects this to be on or around July 31 but will announce the transition in advance via industry notice. The industry notice will include information about the weekly schedule.

## Types of Trips That Must be Submitted

### **8. What happens if I “farm out” dispatch calls to another base? Who is responsible for submitting that trip record?**

If you give a trip to another base and that base dispatches one of its own drivers (sometimes called “farming out” a trip), you will not submit a record of that trip. The base that you contacted to dispatch the vehicle is responsible for submitting a record of the trip. If another base farms out a call to you, you are responsible for submitting a record of that trip.

### **9. Do I have to include trip records for a trip that another company dispatched to my drivers without my knowledge?**

You are only responsible for sending records for trips that you dispatched to a driver. If another company dispatches a trip to a vehicle affiliated with your base, that other company is responsible for submitting that trip record. On the other hand, if you dispatch a trip to a vehicle that is affiliated to a different base, then you are responsible for submitting that trip record. If your base has entered into an agreement with a smartphone app company or other dispatching service that does not have its own base license, you are responsible for reporting all trips dispatched to your vehicles by that service.

### **10. Do I have to include interstate or intercity trips?**

You must include all trips that started within the 5 boroughs, no matter where the trip ended. You do not have to submit records for pickups made outside of New York City. However, the TLC is aware that not all bases will be able to filter out these trips from their records so you may submit records for pickups made outside of the five boroughs if you wish.

### **11. Do I have to include canceled trips or trips where the passenger did not show up?**

You should only include completed trips in your trip records. If the trip was canceled or the passenger did not show up, please remove it from the records that you send us.

### **12. I am an SHL base. Do I have to submit trip records for street-hailed trips?**

Do not submit records of street-hailed trips. Trip record submissions should only include pre-arranged trips that are dispatched by your base, which may include trips dispatched to SHLs.

### **13. Do I have to submit Access-a-Ride trips? Can I just submit the same report I give the MTA?**

Yes, you must include Access-a-Ride trips dispatched by your base. You cannot submit the same report that you give to the MTA; you must follow the instructions provided by the TLC at <http://www.nyc.gov/triprecords>.

### **14. What if my base does not dispatch any trips to drivers?**

If your base does not dispatch any trips, for example if you are an SHL base whose vehicles only do street-hailed trips, you do not have to submit any records to the TLC. Instead, the TLC will send you a directive providing directions for certifying that you did not dispatch any trips during the submission period. **Please note:** line work or contract work with specific companies are considered dispatching and you must submit records for those trips. See question 15 if you have questions on how to submit line work trips.

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**15. Do I have to provide records for line work trips? Will I be penalized for submitting those trip records at a later date?**

Some bases contract with companies to send their cars for their employees to use as needed, also known as “line work trips.” TLC understands that bases whose drivers that perform these trips on an as-needed basis may not receive records about line work trips until after trip records are due. However, bases are still responsible for keeping and reporting trip records for all line work trips. If your base learns of a trip after it has submitted its trip records, it should include that trip in its next submission.

**16. Should I include deliveries where there was no passenger in the vehicle?**

Do not include deliveries that had no human passenger. If a human accompanied the package - for example, a courier - that is for-hire transportation and must be included in your trip records.

## Format of Trip Records

**17. I already keep trip records in a different format. Can I submit my personal trip record sheets to the TLC?**

No. You must submit trip records in one of the two formats provided by the TLC. TLC will not accept your base's own trip records in any other format. If you use dispatching software you can contact the developer of your dispatching software and explain to them the new requirements and specifications. Because of the number of possible software companies, the TLC cannot speak to every company so you are encouraged to reach out the developers of your software.

**18. Do trips in the Excel spreadsheet need to be sorted in certain way?**

Trips in the spreadsheet can be sorted in any order.

**19. I am using the Excel spreadsheet and I am getting an error message. How can I fix this?**

Some cells in the spreadsheet require that you enter data in a specific format. Check to make sure you have entered your data correctly. For example, you must enter the Pick-up Time in the 12-hour format, e.g. 11:30 AM. If you use the wrong format, you will receive an error message. Please follow the instructions in the error message. If you are still having trouble, you can find examples of filled spreadsheets at <http://www.nyc.gov/triprecords>.

## CSV vs. Excel Formats

**20. What is a CSV file? Who is expected to use it?**

CSV stands for comma-separated value. CSV files are files commonly used by many computer programs to import or export data. Most bases with dispatching software should be able to create CSV files. If you have dispatching software, contact the developer for help on exporting correctly formatted CSV files.

**21. I have never used Microsoft Excel. What is it and how will I be able to know how to fill out this spreadsheet?**

Microsoft Excel is a spreadsheet application that allows users to record, organize, format, and analyze data by using a system of rows and columns. Please visit <http://www.nyc.gov/triprecords> or search the Internet for further Excel assistance.

## Questions about Required Information

### License Numbers

#### **22. What if I do not know the TLC driver's license number/license plate number/affiliated base number?**

Bases are required to know the TLC license number, the vehicle license plate, and the affiliated base license number of every vehicle and driver that they dispatch trips to. It is your responsibility to get the correct information for all vehicles and drivers that you dispatch, even if the vehicle is not affiliated with your base. Vehicle affiliation information, driver's license number, and license plate number are updated daily on TLC's website on the Current Licensees page at [http://www.nyc.gov/html/tlc/html/industry/current\\_licensees.shtml](http://www.nyc.gov/html/tlc/html/industry/current_licensees.shtml).

### Pick-up Locations

#### **23. Is the ZIP Code required? Can I use "zones" instead of the ZIP code?**

You may not use your own internal zones. Please provide as complete of an address as possible, including the ZIP Code if you have it.

#### **24. How should I record pickups at the airport?**

You must indicate a pickup made at an airport using its three letter airport code. See below for the codes of nearby airports. Do not include the terminal.

#### Airport Codes

John F Kennedy Airport: **JFK**

LaGuardia Airport: **LGA**

Newark Airport: **EWR**

#### **25. What should I do if multiple passengers are picked up at different locations in the same trip?**

In cases where a customer requests a car and gives multiple pick-up locations, these pickups are all considered a single trip. Only submit a single record that uses the first pick-location. Do not include the pick-up locations for the other passengers.

#### **26. Can I use the name of a major shopping center and/or location instead of an address, i.e. Queens Mall?**

No, you cannot use the name of a major location. You must provide its address or intersection. For instance, you cannot simply write "Penn Station" but you can use "234 W 31 St. New York, NY 10001" for all pickups at Penn Station. You can use a single address for different entrances of the same major shopping centers or locations. You should use the specific address or intersection where the passenger was picked up, for instance W 33 St. and 8 Ave., if known to the base.

#### **27. What should I enter as the pick-up address for walk-in customers?**

If a passenger is a walk-in customer then you should use the address of your base as the pick-up address.

### Drop-Off Location

#### **28. Is Drop-Off location optional?**

Drop-off location is entirely optional. Bases are not required to provide drop-off information. Drop-off information was included in the spreadsheet because some bases may find it easier to include drop-off location than to filter it out.

### Latitude/Longitude

#### **29. Are latitude and longitude optional?**

Latitude and longitude are entirely optional. Bases must provide the location of the pickup address and can do so using either an address or latitude/longitude. If you provide an address then you do not have to provide latitude/longitude. Latitude and longitude are only options for bases submitting CSV files. If you base is submitting Excel files, you must provide the street address instead.

## Submission Process

### **30. Can I get confirmation that the TLC has received my trip records?**

Yes! Starting with the June 30, 2015 submission, bases using the new “Drop Box” link we send you or the Drive Mount options will automatically receive receipts via email. Please note: The Drive Mount option will no longer accept your submission if it is incorrectly named so please follow the naming convention instructions carefully if you are using this option. However, you can avoid naming convention worries by simply using the base specific link we send you via email. The email will arrive by no later than June 26, 2015. It will come from

**TLC\_Record Submission\_Link**

**With the Subject: TLC Technology Offers an Easier Way to Submit Trip Records & Get a Receipt**

### **31. Is there a limit on the number of trips I can submit?**

Bases must submit all of the trips starting in the five boroughs of New York City that they have dispatched. CSV files can include an unlimited number of trip records. The Excel template created by the TLC can hold up to 64,993 trip records. If you have dispatched more trip records than that in a single submission period, you may break up your trip records into multiple files.

### **32. My base is part of a consortium / I own multiple bases. Can I submit a single file for multiple bases?**

You may not submit a single file for multiple bases. Each base must submit its trip records separately using the log-in credentials assigned to that base.

### **33. What should I do if my log-in credentials don't work?**

If your User ID and password do not work, please call the TLC Call Center at (718) 391-5501 or email [triprecords@tlc.nyc.gov](mailto:triprecords@tlc.nyc.gov). A customer service representative can help you reset your log-in information.

## Enforcement/Penalties

### **34. What are the penalties if I miss a deadline?**

If you think that you will miss a deadline or need to submit late, you can ask the TLC for an extension by emailing [triprecords@tlc.nyc.gov](mailto:triprecords@tlc.nyc.gov) and asking for an extension request form. The form will allow you to apply for an extension. After reviewing the form, the TLC will inform you if your extension has been granted. If you have already missed the deadline for your wave, you can still request an extension so that the TLC can work with you to avoid possible penalties. The TLC understands that this is a new process for bases and will work with you to make this process as smooth as possible.

If you do not submit your trip records and do not complete an extension request form, penalties can include a fine of \$150.00 and suspension until compliance.

## Internal Driver/Vehicle Numbers and Converter Sheets

### **36. What should I do if drivers share a car?**

You must provide the driver and vehicle that serviced every trip that you dispatched. If two drivers share a car then you will use the same vehicle number for every trip that was dispatched to that car in the Vehicle Converter file, and a different number for each of the two drivers that share the car in the Driver Converter file.

### **37. What should I do when I change the internal driver or vehicle numbers?**

If you change an internal driver or vehicle number you will need to update your converter files with the new number. Because you are submitting the converter files along with every submission, the TLC can use that to know that the internal number has changed for a vehicle or driver. Do not change a driver's or vehicle's internal number in the middle of a submission period. You should start using a new internal number at the start of each submission period.

### **38. Can I include a driver's name instead of an internal number?**

Do not include a driver's name. Use unique numbers instead. This will avoid confusion in case two drivers at your base share the same name.

### **39. Must I provide a converter file for each submission or can I send it just once?**

If you are using internal driver or vehicle numbers in your main trip records sheet then you must provide converter files for each submission. This will make sure the TLC is aware when you add new numbers or change a number. If you have not added any new numbers or changed any numbers since the last submission, then you can just use the same converter files.

## Privacy

### **40. Who will have access to my base's trip information after I submit it?**

Your trip information will be submitted to the TLC through a secure online process. Once it is received, TLC will review and maintain these records in accordance with DoITT data and information use and access policies. The TLC takes its fiduciary responsibility seriously as the guardian of all the data it collects. TLC will maintain these records, and disclose these records pursuant to the Freedom of Information Law (FOIL) in the same careful and considered manner it currently maintains and discloses the numerous other types of sensitive records it currently collects.

### **41. How secure are my records from hackers?**

Your records are extremely secure. Each upload method is set up to provide full data encryption during transmission, which would make it meaningless if anyone did get a chance to look at it. Once it arrives at TLC it is stored in file servers that are not public facing and are closely guarded by NYC firewalls. Finally, the TLC plans to have an independent security vendor perform penetration tests, to test and strengthen data security.

Remember: Do not share your password or unique link with anybody you do not trust. The TLC will never ask you for your password or unique link. If somebody claiming to be with the TLC asks you for your password or unique link, contact us immediately at [triprecords@tlc.nyc.gov](mailto:triprecords@tlc.nyc.gov).

## Miscellaneous Questions about the FHV Industry

### **42. Can a single driver work for more than one base?**

Under most base models, drivers are independent contractors and are free to accept jobs from as many bases as they would like.

### **43. Is there a penalty for the base if a driver picks up a personal client?**

FHV drivers are not allowed to book their own trips. All pre-arranged for-hire transportation must be arranged through a base. If drivers at your base are accepting personal trips, please inform them that all passengers must arrange service with the base.

## Suspended/Unlicensed Drivers or Vehicles

### **44. Is there a way for the base to know when a driver's license or vehicle is suspended?**

The TLC publishes a list of current drivers and vehicles every afternoon except on Sunday. You can download the list of drivers on the TLC website here [http://www.nyc.gov/html/tlc/html/industry/current\\_licensees.shtml](http://www.nyc.gov/html/tlc/html/industry/current_licensees.shtml). If a driver or vehicle appears on the list of current drivers or current vehicles, then they are authorized to work. If a driver or vehicle does not appear on the list of current drivers or current vehicles then you may not dispatch a job to them.

## Cross-Class Dispatching/Farming Out

### **45. Are bases allowed to dispatch vehicles affiliated with other bases?**

Generally, bases are allowed to dispatch vehicles affiliated with other bases. However, livery bases may not dispatch to vehicles affiliated with black car or limo bases. Black car and limo bases may not dispatch to vehicles affiliated with a livery base. Reminder: Drivers are not affiliated to bases and may accept jobs from any base they wish, as long as the vehicle they are operating is affiliated to a base within the dispatching base's class.

### **46. Are bases allowed to farm out calls? Can bases farm out between classes?**

Farming out is still permitted by the TLC. Farming out is when you contact another base directly and ask them to service a trip for you. This is different from cross-class dispatching in that you are contacting a base, instead of contacting a driver directly. You may farm out across classes but you are still required to inform the passenger vehicle and driver that are servicing the trip and the base that the vehicle is affiliated with. Additionally, when farming out a trip to a base of a different class, the rules governing the dispatching base apply. For example, if a passenger requests service from a black car base and that black car base "farms out" the trip to a livery base, rules governing livery service, such as the passenger's entitlement to a binding fare quote, apply to the trip.