

NYC Taxis *101*

September 17, 2009

Welcome to New York!

- Population 8,363,710.
(2008 Census Estimate)
- 54% of all city households own **zero** cars.
(2000 U.S. Census)
- 77% of Manhattan households don't have a car.



So, how do people get around?

- Subways move **4.5 million** people a day
- Buses move **2.3 million** people a day
- Commuter Rail moves **700,000** people a day
- TLC Regulated Industries move **1.2 million** people a day.

NYC Taxi and Limousine Commission

- Created in 1971 via the NY City Charter
- Regulates several different industries:
 - Medallion Taxis
 - For-Hire Vehicles
 - Paratransit
 - Commuter Vans
 - Luxury Limousines
- Not a service provider, but a service regulator

NYC Taxi and Limousine Commission (cont'd)

- Board of 9 members.
 - 4 appointed by the Mayor.
 - 5 appointed by the City Council.
- Has the ability to set fares and make rules and regulations.
 - Owners, Drivers, Brokers/Agents, and Affiliated Industries

Medallion Taxis

- 13,237 medallions and 48,189 licensed drivers
- Approx. 400,000 trips per day
- Vehicle is closely regulated and inspected by TLC three times per year
- Higher driver standards and requirements



Facts about **Taxis**

- Exclusive right to street hail.
- Average fare (with tip): \$11.20
- Average trip length: 2.87 miles
- Most trips are in the Manhattan CBD or to and from the Airports
- Busiest times: Rush Hours, weekend evenings, and nights
- Slowest times: Mid-week overnight

More facts about **Taxis**

- One vehicle per Medallion.
 - Medallions are property and can be bought, sold, or leased.
 - Medallions cost \$600,000 - \$700,000 each on the open market.
- Drivers make about \$200 a day.
- Most drivers lease their car and/or medallion either short- or long-term.
 - Lease fees are capped by TLC and average \$113 per shift.
- Only 1/3 of cabs are owner/driver.
- No franchises or exclusive service areas and the largest owners only control a few hundred medallions.
- Vigorous agent/broker industry.

For-Hire Vehicles



- 39,752 vehicles and 53,522 licensed drivers.
- Approx 500,000 passengers per day.
- Vehicle is inspected by TLC when new, during an ownership or base transfer, and for periodic DMV inspections.
- Milder driver regulations and standards.

Facts about FHV's

- Open entry market- no limit on the number of bases, cars, or drivers.
- Fare is not controlled, companies can set their own rates.
- Drivers make about \$100 a day.
- All vehicles need to be affiliated with a base, which provides dispatches.
 - Illegal street hails are a common problem.
- Most trips are outside the CBD.
 - Shopping
 - Taking kids to school
 - Doctor or Hospital Visit
 - Commuting
 - Trips to the Airport

Paratransit

- Paratransit provides pre-arranged service to people with disabilities, the elderly, and the ill or infirm.
- About 2,500 vehicles in this category.
- Billing is through a medical provider or Medicaid.
- Mass transit service to people with disabilities is provided by MTA via the Access-A-Ride service.

Commuter Vans

- Sometimes called “Dollar Vans” or “Jitneys”
- About 250 vehicles in this category.
- Limited-stop multi-passenger service at low cost.
- Provides service where Subway or Bus coverage is poor or just not adequate to meet demand.
- Provides connections for ethnic groups spread out across the city.
- Regulated by the State and the City.

TLC and Technology

- We want to use technology to:
 - Improve the customer experience
 - Enhance owner equity
 - Provide useful tools for drivers
 - Collect data for research or policy questions
 - Improve quality of life in the City of New York

Taxicab Passenger Enhancement Project (T-PEP)

- Credit card acceptance
 - 100% of NYC medallion taxis take major credit cards
- Text messages for drivers
 - Notification of street closings or special events
- Real-time maps and entertainment for passengers
- Automated trip data collection



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