

TAXI AND LIMOUSINE COMMISSION

David Do, Commissioner and 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 New York City's medallion (yellow) taxicabs, for-hire vehicles (app-based services, Boro Taxis, community-based liveries, and luxury limousines), commuter vans and paratransit vehicles.

FOCUS ON EQUITY

In Fiscal 2023, one of TLC's top priorities was to fully implement the Medallion Relief Program Plus (MRP+), which supports medallion owners with an interest in six or fewer medallions. The MRP+ program provides a lifeline for thousands of taxi drivers who lost their income during the COVID-19 pandemic. The debt relief aids the taxicab industry that has been overwhelmed by the competition of app-based car services and put an end to the taxi medallion crisis for hard-working taxi drivers who were long-suffering with insurmountable loan payments. Under this program, principal loan balances are reduced to maximum of \$170,000 from balances as high as \$750,000, and loan payments are capped at \$1,234 a month, down from an average monthly loan payment that was \$2,200. Importantly, this program replaces personal guaranties with a City-funded guaranty, meaning no medallion owner risks losing their family home if they cannot make payments. The MRP+ program has been an astounding success with providing \$433 million in total debt relief to 1,838 total medallion owners since September 2022.

Improving accessible and equitable service is also a top priority for TLC. In Fiscal 2023, the number of Wheelchair Accessible Vehicle (WAV) Taxis increased from 2,760 to 3,427 and WAV for-hire vehicles (FHV) increased from 3,494 to 4,579 illustrating the industries' continued recovery from the impacts of COVID-19. An important program which incentivizes WAV taxi drivers and owners administered by TLC is the Taxi Improvement Fund (TIF) which provided over \$32.2 million in direct payments to WAV owners and drivers in Fiscal 2023. Throughout 2023, TLC continued delivering its hands-on driver education course on Passenger Assistance and Wheelchair Accessible Vehicle Training, which responds to the needs of passengers with disabilities by covering in-depth information about the disability community, training on how drivers can best support passengers with disabilities, and the unique role drivers play in providing equitable transit for New York City residents and visitors.

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 to passengers.

HOW WE PERFORMED IN FISCAL 2023

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.

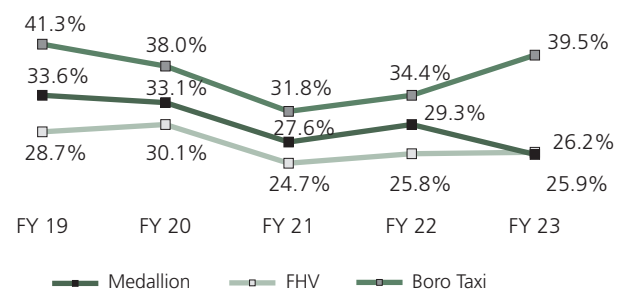
As part of the Taxi Strategic Plan, TLC is increasing its efforts to expand and promote accessible services within the taxi and for-hire vehicles sectors. TLC's Accessible Dispatch program has seen a rise in ridership. The agency partners with the program vendor to provide accessible dispatch services that spans the five boroughs. Through this program, there were 3,448 vehicles outfitted with active citywide dispatch technology in Fiscal 2023, a 24 percent increase from Fiscal 2022. There were also two accessible vendors within the for-hire vehicles sector with a combined fleet of 4,665 vehicles in Fiscal 2023, a 41 percent increase from Fiscal 2022. The total number of accessible boro taxis were 32 vehicles in Fiscal 2023, a decrease of 20 percent from Fiscal 2022, mirroring the overall decline in active boro taxis since the start of the COVID-19 pandemic. TLC continues to prioritize and promote accessibility through ad campaigns that prominently display information about the Accessible Dispatch program on NYC buses, taxi toppers, and in-vehicle technology.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Active medallion taxis that are accessible	2,767	1,052	1,914	2,790	3,448	*	*	Up	Up
Active Boro Taxis that are accessible	169	43	43	40	32	*	*	Down	Up
Active FHV's that are accessible	579	1,113	2,247	3,320	4,665	*	*	Up	Up
Accessible dispatch median wait time citywide (minutes:seconds)	12:59	12:25	12:22	13:52	13:06	*	*	Neutral	Down
Accessible dispatch trips fulfilled as a percent of requested trips (%)	84.8%	89.2%	89.7%	86.0%	86.4%	*	84.0%	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.

TLC conducted a total of 101,553 safety and emissions inspections in Fiscal 2023, a 5 percent increase from the prior year. This increase can be attributed to more vehicle owners removing their licenses and permits from temporary storage and returning the vehicles to the road, as well as an increase in wheelchair accessible vehicles and electric vehicles. The number of medallions in storage during this period has decreased from 5,785 to 4,810 and medallion inspections have increased 12 percent compared to the previous period. Inspections of FHV's increased by 5 percent, which is driven in part by an increase in wheelchair accessible vehicles.

Safety and Emissions Failure Rate — Initial Inspections



Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Medallion safety and emissions inspections conducted	31,756	27,000	16,226	17,560	19,721	*	*	Down	*
★ Medallion safety and emissions failure rate - Initial inspection (%)	33.6%	33.1%	27.6%	29.3%	25.9%	35.0%	35.0%	Down	Down
– Re-inspection (%)	6.1%	6.8%	6.7%	5.1%	6.1%	*	*	Down	Down
Medallion safety and emissions inspections completed on schedule (%)	54.7%	59.9%	27.2%	34.2%	35.1%	*	*	Down	Up
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	84,145	69,640	72,717	74,432	78,274	*	*	Neutral	*
★ FHV safety and emissions failure rate - Initial inspection (%)	28.7%	30.1%	24.7%	25.8%	26.2%	35.0%	35.0%	Down	Down
– Re-Inspection (%)	8.4%	9.0%	8.6%	8.7%	9.0%	*	*	Neutral	Down
FHV safety and emissions inspections completed on schedule (%)	96.8%	98.6%	97.7%	97.8%	98.6%	*	*	Neutral	Up
Boro Taxi safety and emissions inspections conducted	10,374	8,009	5,689	4,347	3,558	*	*	Down	*
★ Boro Taxi safety and emissions failure rate - Initial inspection (%)	41.3%	38.0%	31.8%	34.4%	39.5%	45.0%	45.0%	Neutral	Down
– Re-inspection (%)	10.7%	12.0%	10.6%	9.0%	11.0%	*	*	Neutral	Down
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.

TLC’s highest priority is promoting safety among all its licensed drivers and their passengers, pedestrians, and bicyclists. To maintain public safety, TLC Enforcement concentrated its deployment in Fiscal 2023 on unlicensed operations of which there were 4,268 summonses issued as compared to 3,698 summonses in Fiscal 2022, a 15 percent increase. Along with focusing efforts to combat unlicensed for-hire activity, TLC Enforcement continued to pursue the Vision Zero goal, issuing 17,575 Vision Zero summonses in Fiscal 2023 compared to 22,249 Vision Zero summonses in Fiscal 2022, a decrease of 21 percent; and issuing 34,863 summonses overall in Fiscal 2023 compared to 36,706 summonses overall in Fiscal 2022, a decrease of 5 percent.

The number of administrative summonses fluctuates due to the cyclical nature of some violations, as well as the policy goals and technical issues that affected other types of violations. The agency will continue to see a significant increase in licensee compliance with administrative directives, and acceptance of administrative settlement offers, which results in a reduction in the number of administrative summonses issued. TLC Prosecution issued 16,897 administrative summonses in Fiscal 2023 compared to 20,647 administrative summonses in Fiscal 2022, a decrease of 18 percent.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Patrol summonses issued to drivers	43,217	37,887	16,508	32,692	29,166	*	*	Down	*
Patrol summonses issued to owners/agents/bases	17,209	12,908	2,067	4,014	5,697	*	*	Down	*
★ Patrol summonses issued for illegal street hails (drivers and vehicle owners)	9,694	7,904	1,085	2,056	1,172	*	*	Down	*
★ Patrol summonses issued for unlicensed activity (drivers and vehicle owners)	8,352	7,928	2,091	3,698	4,268	*	*	Down	*
Administrative summonses issued to drivers	13,563	19,019	6,447	8,730	5,841	*	*	Down	*
Administrative summonses issued to owners/agents/bases	14,313	22,225	18,225	11,917	11,056	*	*	Down	*
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	90.4%	90.5%	93.9%	95.5%	91.6%	*	*	Neutral	Up
Vision Zero summonses issued	NA	NA	NA	22,249	17,575	*	*	NA	*
Service Refusal summonses issued	NA	NA	NA	18	521	*	*	NA	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

Goal 1d Provide excellent customer service to licensees.

The time it took to process new driver license applications from the initial application decreased 28 percent in Fiscal 2023 compared to Fiscal 2022, taking 48 days. Additionally, at 6.5 days, the TLC processing time was 24 percent less due to the additional streamlining and efficiencies gained. The industry continues to show signs of resiliency as TLC issued 31 percent more TLC driver licenses compared to the prior year. With the new initiatives and programs in Fiscal 2023, TLC received 440,346 calls, a 27 percent increase in the number of calls received compared to the prior year, and 169,850 visits at the Long Island City facility, a 31 percent increase in the number of visits compared to the prior year. While emails responded to in less than 14 days dropped by 6 percent and the Long Island City facility's average wait time increased by 12 percent, TLC continues to strive for improved customer experience.

It is common practice for the TLC Licensing and Prosecution Divisions to be the first lines of contact whenever there are questions or new policies and programs, and TLC has been reviewing and streamlining processes internally to better serve customers. TLC strives to increase the staffing capacity to efficiently assist the steadily increasing number of customer visits, and the agency has shifted the Agency's focus to more first-time resolutions. TLC's goal is to resolve the customers issue on the first call, first e-mail, or first visit.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:23	0:24	0:46	0:33	0:37	0:25	0:25	Up	Down
TLC driver licenses issued	48,551	72,889	55,564	47,226	78,845	*	*	Up	*
– New licenses issued	21,020	6,769	4,777	15,641	20,548	*	*	Up	*
Average time to issue a new driver license from initial application (calendar days)	46.0	50.0	85.3	65.7	47.8	*	*	Up	Down
– Average agency processing time	6.6	6.1	7.5	6.5	5.0	*	*	Down	Down
★ Number of owners approved for the Medallion Relief Program	NA	NA	NA	NA	1,838	↑	↑	NA	Up
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	0:55	0:48	0:31	0:22	0:23	1:00	0:30	Down	Down
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	1:03	0:35	0:26	0:18	0:20	1:00	0:30	Down	Down
★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	1:12	0:45	0:32	0:21	0:21	1:00	0:30	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1e Promote excellent customer service to passengers.

As the City continues to recover from the COVID-19 pandemic, the number of rides completed by TLC licensees has consistently increased. With that increase, the agency sees a correlated increase in the number of consumer complaints filed. The driver complaints received from consumers were higher than when it was the pre-pandemic in December 2019. In Fiscal 2023, there were 24,131 driver complaints received as compared to 16,629 driver complaints received from the prior year, a 45 percent increase. In Fiscal 2023, there were 13,087 driver complaints eligible for prosecution as compared to 9,290 driver complaints eligible for prosecution from the prior year, a 41 percent increase. Naturally with the increase in the volume of complaints and the staff shortages, the time to close out consumer complaints has increased since Fiscal 2022. TLC continued to maintain the average processing time of 33 calendar days.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
TLC driver complaints received	26,532	19,739	9,250	16,629	24,131	*	*	Down	*
– Complaints that were eligible for prosecution	13,865	14,453	5,952	9,290	13,087	*	*	Down	*
★ Average time to close a consumer complaint (calendar days): TLC driver	94.8	50.5	22.3	22.4	33.2	50.0	35.0	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Medallion vehicles	13,587	13,587	13,587	13,587	13,587	*	*	Neutral	*
For-hire vehicles	120,954	110,430	96,437	95,712	98,267	*	*	Down	*
– Boro Taxis	4,157	3,068	2,508	2,379	2,308	*	*	Down	*
Electric vehicles that are medallion vehicles	NA	NA	NA	NA	NA	*	*	NA	Up
Electric vehicles that are for-hire vehicles	NA	NA	NA	NA	NA	*	*	NA	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	100%	NA	99%	95%	89%	85%	85%	NA	Up
Letters responded to in 14 days (%)	88%	81%	40%	64%	75%	90%	90%	Down	Up
Average call wait time (minutes:seconds)	7:32	6:24	8:02	3:37	4:24	*	*	Down	Down
Completed customer requests for interpretation	11,158	11,878	12,061	12,938	15,641	*	*	Up	*
CORE customer experience rating (1-100)	NA	96	NA	100	98	85	85	NA	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	71%	NA	97%	100%	98%	90%	90%	NA	*
Percent meeting time to first action - Lost Property (7 days)	96%	97%	100%	97%	96%	90%	90%	Neutral	*
Percent meeting time to first action - Miscellaneous Comments (14 days)	100%	NA	NA	NA	NA	60%	60%	NA	*
Percent meeting time to first action - Request for Information (14 days)	100%	NA	NA	NA	NA	60%	60%	NA	*
Percent meeting time to first action - Taxi Complaint (14 days)	75%	NA	98%	100%	99%	90%	90%	NA	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$47.9	\$52.9	\$53.2	\$64.9	\$162.4	\$171.5	\$60.3	Up
Revenues (\$000,000)	\$79.5	\$67.7	\$55.7	\$59.4	\$70.1	\$53.4	\$58.7	Down
Personnel	625	641	566	520	462	551	555	Down
Overtime paid (\$000)	\$1,521	\$1,214	\$767	\$559	\$809	\$809	\$809	Down

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller’s Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the “Indicator Definitions” at [nyc.gov/mmr](#) for details.

²Authorized Budget Level

³Expenditures include all funds

“NA” - Not Available

* None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$37.0	\$36.3	All
002 - Other Than Personal Services	\$27.9	\$126.1	All
Agency Total	\$64.9	\$162.4	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ² City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available *None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Goal 1a 'Active medallion vehicles with hearing induction loops' was retired in Fiscal 2023 because the Nissan NV200 vehicle that has the hearing induction loops is no longer in production. In addition, 50 percent of the NV200s on the road now will reach their retirement date by the end of 2024.
- 'Vision Zero summonses issued' and 'Service Refusal summonses issued' were added to Goal 1c.
- Added 'Electric vehicles that are medallion vehicles' and 'Electric vehicles that are for-hire vehicles' to Agency-Wide Management. Data is not yet available and will be reported Fiscal 2024 Preliminary Mayor's Management Report.

ADDITIONAL RESOURCES

For additional information go to:

- Industry Reports:
<https://www1.nyc.gov/site/tlc/about/industry-reports.page>
- Taxi Improvement Fund (TIF):
<https://www.nyc.gov/site/tlc/about/taxi-improvement-fund.page>
- Driver Education:
<https://www.nyc.gov/site/tlc/drivers/driver-education.page>
- Medallion Relief Program:
<https://www.nyc.gov/site/tlc/about/taxi-medallion-owner-relief-program.page>

For more information on the agency, please visit: www.nyc.gov/tlc.

