

2006

Annual Report

to the

New York City Council



Michael R. Bloomberg, Mayor

Matthew W. Daus, Commissioner/Chair

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I. New York City Taxi & Limousine Commission

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.*”

To this end, the TLC:

- * Establishes licensing criteria, standards of conduct, and taxicab rates of fare;
- * Licenses vehicles, drivers and businesses to provide for-hire services for passengers;
- * Enforces all rules and regulations;
- * Provides a fair and balanced forum to adjudicate rule infractions and consumer complaints;
- * Develops a comprehensive transportation policy applicable to vehicles for-hire.



Commission Structure:

The Board of the Taxi and Limousine Commission is comprised of nine (9) members, eight (8) of whom are unsalaried Commissioners. Each member of the Commission is appointed by the Mayor of the City of New York, with the advice and consent of the City Council. Five (5) of the Commission’s members, one (1) resident from each of the City’s boroughs, are recommended for appointment by a majority vote of the Council Members of their respective boroughs. The jurisdiction, powers and duties of the Commission include the regulation and supervision of the business and industry of transportation of persons by licensed vehicles for-hire in the City. Currently, four Mayoral and four City Council seats are filled. The Manhattan Seat is currently vacant.

Current Board Members



Matthew W. Daus, *Chairman*

The TLC's salaried Commissioner/Chairman, Matthew W. Daus, was appointed in 2001 to fulfill the remainder of a term concluding January 31, 2003. In 2003, Commissioner Daus was re-appointed by Mayor Michael R. Bloomberg to serve a full term expiring January 31, 2010, and unanimously approved by the City Council's Committee on Rules, Privileges and Elections. The TLC Commissioner/Chairman presides over public meetings of the Commission, and serves as the Chief Executive Officer of the agency. Prior to his appointment, he served as General Counsel since 1998, and as Special Counsel from 1996 to 1998.

Elias Arout

Re-appointed by the Mayor on the recommendation of the Staten Island delegation to the New York City Council, Commissioner Elias Arout has served on the TLC since 1988. Commissioner Arout is a past commander of the American Legion of Richmond County and a former commander of the Legion's Five Star Post. A retired City Housing Authority cop, he was a founder and past president of the board of directors of Project Hospitality.



Noach Dear

Appointed by the Mayor on the recommendation of the Brooklyn delegation to the New York City Council, Commissioner Noach Dear is serving a seven-year term on the Board of Commissioners that commenced in late 2001. Commissioner Dear was a member of the New York City Council for nearly 20 years, which included a significant tenure as Chair of the Transportation Committee.

Harry Giannoulis

Appointed by the Mayor on the recommendation of the Queens delegation to the New York City Council in 1998. Commissioner Harry Giannoulis is a founding member of the Parkside Group, a governmental relations and public affairs consulting firm.



Current Board Members (cont.)

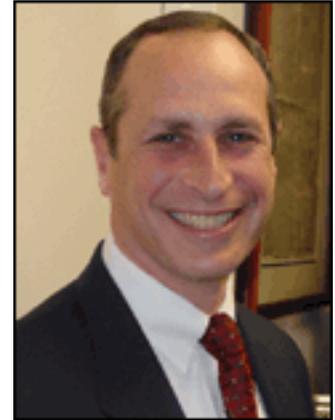


Edward Gonzales

Appointed in September 2005 by Mayor Michael R. Bloomberg to a seven-year term on the TLC, Commissioner Edward Gonzales is a mortgage specialist with Citigroup.

Elliot G. Sander

Appointed by the Mayor in 1997, Commissioner Elliot G. “Lee” Sander previously served as City Transportation Commissioner between 1994 and 1996. He also served as Director of the Rudin Center for Transportation Policy and Management at the Robert F. Wagner School of Public Service at New York University, and as a Corporate Senior Vice President and Director of Strategic Development for DMJM Harris prior to being named executive director and chief executive officer of the Metropolitan Transportation Authority.



Howard Vargas

Appointed by the Mayor in September of 2005, Commissioner Howard Vargas served as a court attorney for two judges of the Civil Court of New York City before moving on to private practice.

Iris Weinshall

Appointed by the Mayor in 2003, Commissioner Iris Weinshall currently serves as the Commissioner of the New York City Department of Transportation (DOT). Prior to her appointment as DOT Commissioner, she served as the First Deputy Commissioner of the Department of Citywide Administrative Services.



II. INDUSTRY OVERVIEW

The TLC is responsible for licensing and regulating the 13,087 medallion taxicabs currently authorized to accept hails from passengers within the five boroughs of the City of New York, as well as over 40,000 other vehicles, which service the public via pre-arrangement and radio dispatch. 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. TLC also licenses and regulates paratransit vehicles (also known as ambulettes) and commuter vans, which are vehicles with a seating capacity of between nine and twenty passengers authorized to transport passengers within authorized geographic areas via pre-arrangement.

Finally, the TLC also licenses and regulates the businesses that manufacture, install and repair the meters used in New York City taxicabs, brokers that assist buyers and sellers of taxicab medallions, and agents that operate taxicab medallions on behalf of owners. The adjacent chart depicts the number of current licenses issued by the TLC as of December 28, 2006.

TLC licensed vehicles are an essential mode of transportation in NYC. It is estimated that these 54,000+ vehicles transport over 1.2 million passengers every day.

Breakdown of 149,394 Active Licenses	
(As of December 28, 2006)	
Business Licenses: 1,074	
Taxi Agents	52
Taxi Fleets	20
Meter Shops	24
Brokers	26
Livery Bases	502
Paratranist Bases	192
Black Car Bases	70
Commuter Van Bases	63
Luxury Bases	125
Driver Licenses: 94,164	
Taxi	43,126
Livery	49,248
Other	1,790
Vehicle Licenses: 54,120	
Taxi	13,028
Stand-by Taxis	85
Livery	38,540
Other	2,467

III. YEAR IN REVIEW

A. Agency Budget and Headcount:

The TLC operated with a Fiscal 2006 budget of \$27,341,854 (\$20,756,347 for personal services and \$6,585,480 for other than personal services). The agency's Fiscal Year 2007 budget is \$28,629,730 (\$20,512,964 for personal services and \$8,116,766 for other than personal services). The TLC has an authorized headcount of 418 for the year.

B. Commission Meetings:

The TLC holds monthly public meetings where new rules and policies are discussed, and base license applications are reviewed. In 2006 the TLC took 14 rulemaking actions. Most notably, these rules have adjusted the wait time charge for taxi fares, qualified NYC for reciprocity under inter-municipal for-hire transportation state legislation, enabled the TLC to auction accessible and clean air vehicles, and set standards for accessible vehicles. The TLC also improved a number of existing rules. Please see appendix for a full calendar of the actions taken at commission meetings during this past year.



Making a presentation on industry leasing practices are (left to right) Constituent Affairs Director Samara Epstein, First Deputy Commissioner Andrew Salkin, and Deputy Constituent Affairs Director Jennifer Palmer.

C. Licensing Division:

During 2006, the Licensing and Standards division of TLC took many steps towards improving the licensing process. All instructional guides and licensing applications were rewritten and redesigned making them more easily understood. In addition, easy-to-read checklists were created for all license transactions. The TLC further facilitated the application process by sending reminder letters to bases informing the licensee of their approaching renewal deadlines. Licensing also improved access to information within the agency. In one example coverage status and limit information was made directly available to the agency as a result of direct negotiations with major insurance companies.

D. Adjudication Division:

Over the past year, the TLC held hearings for 85,480 summonses. There were a number of innovations made to facilitate this volume of hearings. To add efficiency to the process, the TLC instituted a daily calendar which can be viewed up to two weeks in advance of a hearing on the TLC's website, replaced cassette recorders with digital recorders in the court room, and standardized a typewritten format for decisions. The TLC further streamlined the process through technology by creating computer programs which assist data entry through pre-populated forms, allow judges to type decisions instead of handwriting decisions, and set adjournment dates directly into the computer system.

III. YEAR IN REVIEW (cont.)

E. Enforcement Division:

Highlights of the TLC Uniformed Services Bureau (USB) for 2006 included hiring the first new class of Officers from a new civil service list, the certification of its Safety and Emissions Division (S&E) as a NYS DMV Inspection facility, and the establishment of criteria for accessible vehicles to be used as medallion taxicabs. S&E was instrumental in the approval and hack-up of approximately 300 hybrid-electric vehicles for use as taxicabs. The USB's undercover initiatives continued during 2006. "Operation Refusal," which investigates taxicab service refusals, tested 1,226 taxicab drivers yielding a 94.13% compliance rate, and "Operation Street Hail" saw the issuance of 1,176 summonses for illegal activity in 2006. USB was also responsible for the padlocking of a record 45 illegal for-hire bases in 2006, and worked closely with the TLC's Licensing Division to facilitate the licensing of legitimate bases.



TLC General Counsel Charles Fraser swears in the latest class of 'New York's Proudest.'

F. Technology Enhancements:

The Taxicab Customer Service Improvements Project began in March 2004 when the Commission granted a 26% taxicab fare increase and tied it to a series of technology-based improvements for passengers. Since March 2004, the TLC has engaged in extensive research, procurement and testing phases. As 2006 comes to a close, we are entering the final stages of field-testing for the improvements and expect full implementation during 2007. The enhancements will include credit/debit card acceptance, a passenger information monitor that will feature safety and public service messages, and an interactive map to follow the taxi's progress throughout the city. In addition, each of the four authorized vendors offer a variety of content such as sports scores, news, NYC trivia, and other entertainment.

Vehicle location technology will enable the TLC to eliminate the handwritten "trip sheet" by automatically capturing the start and end point of each trip electronically. This vehicle location technology will also assist in the recovery of lost passenger items (a full 54% of the more than 178,000 TLC-related calls to 311 in Fiscal Year 2006 were lost property reports). A driver information monitor will facilitate two-way text messaging that could direct drivers to areas of high demand, facilitate the recovery of lost items, and communicate directly with drivers. While portions of this technology exist in a piecemeal fashion in other cities (mostly credit/debit card capability), New York City is the first anywhere to integrate this technology.

G. Medallion Sales:

In the summer of 2006, the TLC conducted a third round of auctions for medallion taxicab licenses. These auctions were originally authorized in 2003 by the State Legislature and the City Council. Due to the efforts of the Mayor and Speaker Christine Quinn, and specifically Local Law 54, these latest auctions were devoted to the sale of medallions for use with wheelchair accessible and

III. YEAR IN REVIEW (cont.)

G. Medallion Sales (continued):

clean air vehicles. As of the close of calendar year 2006, the auctions had resulted in over 250 such taxicabs being placed into service. There are 48 remaining medallions that will be used for accessible taxicabs once they are delivered to winning bidders in early 2007.

Medallion Type	Count	Average Price
Corporate-Transfer	71	\$476,000
Individual-Transfer	182	\$379,000

To date, the auctions generated \$118,071,767.77 in revenue. Another \$22 million is expected. Additionally, 253 medallions were sold and transferred during 2006. Longstanding records for open market transactions were broken on an almost monthly basis, with the year-end price for Corporation and Individual Medallions averaging \$525,000 and \$411,000, respectively. The table shown above outlines the average prices for medallions transferred throughout 2006.



Accessible Vehicle



Mayor Michael R. Bloomberg signs Local Law 54 as (left to right) Mayor's Office for People with Disabilities Commissioner Matthew Sapolin, Councilman G. Oliver Koppell, TLC Commissioner/Chairman Matthew W. Daus, and Council Members James F. Gennaro and David Yassky look on.



Hybrid Vehicle

Breakdown of wheelchair accessible and clean air taxicabs and for-hire vehicles

Vehicle Make and Model	LL 54 Class	Total as of 12/29/06
Chevrolet Uplander (Minivan) (Accessible)	WAV	6
Ford Escape (SUV) (Hybrid)	CA2	208
Honda Civic (Hybrid)	CA1	1
Lexus RX 400H (SUV) (Hybrid)	CA2	2
Mercury Mariner (SUV) (Hybrid)	CA2	3
Toyota Camry (Hybrid)	CA1	4
Toyota Highlander (SUV) (Hybrid)	CA2	60
Toyota Prius (Sedan) (Hybrid)	CA1	5
Total taxicabs		289

Vehicle Make and Model	LL 54 Class	Total as of 12/29/06
Ford Escape (SUV) (Hybrid)	CA2	2
Lexus RX 400H (SUV) (Hybrid)	CA2	6
Toyota Camry (Hybrid)	CA1	4
Toyota Highlander (SUV) (Hybrid)	CA2	4
Toyota Prius (Sedan) (Hybrid)	CA1	69
Total for-hire vehicles		85

WAV = Wheelchair Accessible
CA1 = Level 1 Clean Air
CA2 = Level 2 Clean Air

III. YEAR IN REVIEW (cont.)

H. International Transportation Regulators' Conference:



At the most recent IATR conference, NYC Taxi and Limousine Commissioner/Chairman Matthew W. Daus (at left) led a panel of distinguished regulators that included (left to right) **City of Calgary Livery Transport Services** Manager Karen Cameron, **Chicago Department of Consumer Services** Commissioner Norma Reyes, **District of Columbia Taxicab Commission** Chairperson Causton Toney, IATR President-Elect Joe Mora of Miami, **Florida's Transport Regulatory Division**, Chief Executive Officer on National Taxi Policies Theo Van Schaik of **The Netherlands' Ministry of Transport, Public Works and Water Management**, **London Public Carriage Office** Head of Projects and Development Alan Mattheus.

In September 2006, Commissioner Matthew Daus and several staff members participated significantly in the 19th annual conference of the International Association of Transportation Regulators (IATR), a broad-based organization comprised of for-hire ground transportation government regulators from around the world. In addition to exploring common issues such as accessibility and driver security, Commissioner Daus was asked to organize a program for one entire day of the conference focusing on alternative fuel vehicles and vehicle standards and development. Fellow regulators from large cities and countries from around the world were asked to share their

experiences in how they ensure vehicle safety and cleanliness, including the inspection process and enforcement. The program also included high-level representatives from the automobile manufacturing industry, who discussed vehicle development and their commitment to the development of alternative fuel vehicles. New York City's efforts were highlighted, including the TLC's successful initiative to add hybrid-electric vehicles to its fleet, and its work with the Design Trust for Public Space on the Taxi '07 project, in recognition and celebration of the centennial of the metered New York City taxicab. For more information about the work of the IATR, you can visit its website at www.iatr.org.

I. Taxi O7:

The TLC partnered in 2006 with the Design Trust for Public Space to assist in the creation of "Taxi



Mayor Michael R. Bloomberg (center) joined taxicab and for-hire driver honorees in announcing Garden in Transit and other various aspects of the Taxi '07 project.

O7", a year-long visioning and design exercise involving leading designers and planners that will culminate in public events and educational programs meant to inspire discussion and debate on improving taxicabs and taxicab service. Planned events include a Cooper-Hewitt National Design Week panel on cab design; a Museum of the City of New York exhibit on taxi history; designation of "Taxi Week" (April 6-15, 2007); lighting of the Empire State Building in yellow to honor the metered taxicab's centennial; an episode of the PBS series "New York Voices"; an independent documentary

on the taxi system and cab design; and studio courses at Pratt Institute on taxi design. A kick-off exhibit will include the display of prototypical "cabs of the future" at the New York International Auto Show at the Javits Center in April 2007. The TLC will also partner with the Design Trust to create a *Taxi Master Plan* for publication in April 2007.

III. YEAR IN REVIEW (cont.)

J. Garden In Transit:

In addition to the Taxi 07 project outlined above, Design Trust for Public Space will partner with Portraits of Hope, a non-profit organization dedicated to creative therapy and educational programs for hospitalized and physically disabled children, to celebrate the centennial anniversary of the metered taxi with a privately-funded public art project that combines taxicabs, children, and the healing power of art. Mayor Michael R. Bloomberg announced the Garden In Transit project on July 18, 2006. Beginning September 2006, the project united school-age children with thousands of volunteers from corporations and community programs to begin the process of painting large, colorful flowers onto decals that will be placed onto thousands of yellow medallion taxicabs. The decorated taxicabs will constitute a mobile art exhibit that will be on display between September and December 2007. "Garden in Transit" (named for the view of the moving flowered panels from above) is the latest concept of Ed and Bernie Massey, founders of Portraits of Hope.



Mayor Bloomberg joins eager student volunteers in announcing the year-long Garden in Transit project.

K. Driver Recognition Ceremony:

The Taxi and Limousine Commission, along with its partners, NYC & Company, recognized the best of its regulated industries at its 2006



Commissioner Matthew W. Daus (at right) congratulates "2006 Driver of Year" honoree Hossam Abdalla

Annual Driver Recognition Ceremony. More than a hundred honorees, industry leaders, and dignitaries celebrated driver excellence and customer service at the famed *Top of the Rock* venue. Mayor Michael R. Bloomberg marked the occasion with a special proclamation naming

March 29, 2006 as "Taxi Driver Recognition Day." Commissioner Matthew W. Daus

named Hossam Abdalla as the TLC's "Driver of the Year," while his fellow principal honorees Virendrakumar Shukla, Paul Hintersteiner, Charles Jeune, Aboulaye Mbow, and Serigne Tall were lauded in such categories as "Customer Care," "Professionalism," and "Humanitarianism."



The Cream of the Crop! NYC TLC's 2006 honorees gathered at "Top of the Rock" for acknowledgment of a job well done.

III. YEAR IN REVIEW (cont.)

L. TLC's Website Highlights:

The TLC continues to use its well-visited web site – www.nyc.gov/taxi -- as a tool to improve customer service, and make government more transparent and user-friendly for all the TLC's constituents. In 2006, the number of successful "hits" to the TLC's web site increased to 18,367,625 from 17,917,643 in 2005.

This year, the TLC added a Court Administration section, dedicated to explaining and assisting people with every aspect of the TLC's adjudication structure, including a calendar of appointments. Another enhancement was the posting of a detailed Initial Inspection Schedule for medallion taxicabs in the Safety and Emissions section. Furthermore, TLC continues to add more data to the *Informational Presentations* section.

III. APPENDIX

Rulemaking Schedule - 2006		
<i>Subject</i>	<i>Commission Meeting</i>	<i>Effective Date</i>
Pilot Projects	February 9, 2006	4/12/06
Drug Testing	February 9, 2006	3/16/06
Digital recordings of hearings	April 4, 2006	5/11/06
TC plates	April 4, 2006	5/15/06
Medallion acution	April 4, 2006	5/15/06
Accessible vehicle standards	May 11, 2006	6/25/06
Sienna curtain airbag	May 11, 2006	6/25/06
Shortened driver license expirations	May 11, 2006	6/25/06
Medallion ownership by LLC's	June 15, 2006	7/20/06
Citizenship/residency	October 25, 2006	11/30/06
Summary suspensions	October 25, 2006	12/2/06
Fare adjustments	October 25, 2006	11/30/06
Reciprocity rules	November 16, 2006	12/22/06
Stand-by vehicle retirement	November 16, 2006	12/22/06

These rules may be reviewed in their entirety on the TLC web site at www.nyc.gov/taxi.

New York City Taxi & Limousine Commission

Dial 311 (in New York City)

212-NEW YORK (outside of New York City)

TLC Headquarters

40 Rector Street, 5th Floor

New York, NY 10006

Licensing and Standards/ Adjudications

32-02 Queens Blvd.

Long Island City, NY 11101-2324

Staten Island Facility

893 Richmond Terrace

Staten Island, NY 10314

Uniformed Services Bureau

24-55 Brooklyn Queens Expressway West

Woodside, NY 11377

Board of Commissioners

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