

2008 Annual Report



NYC
Taxi and Limousine
Commission

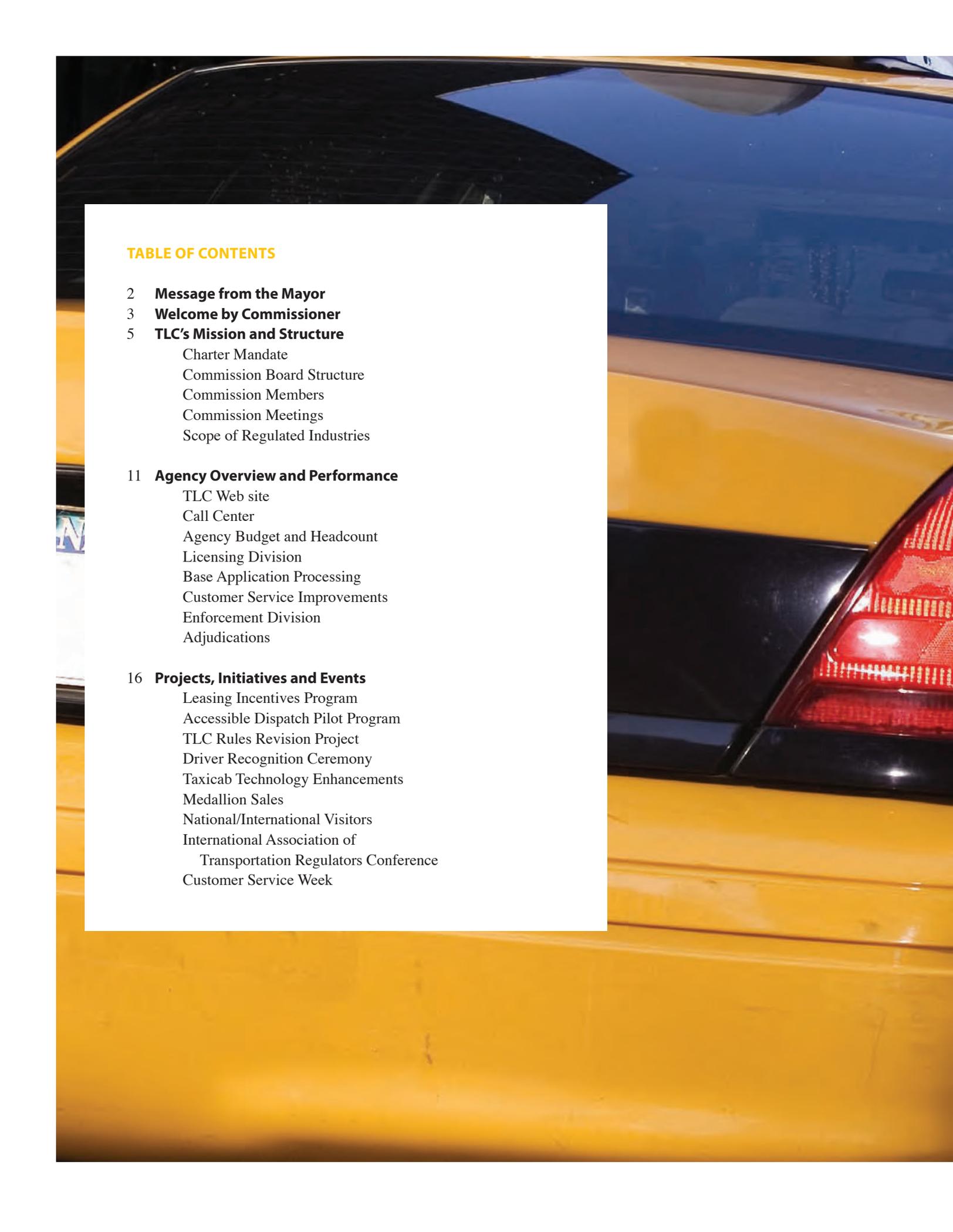


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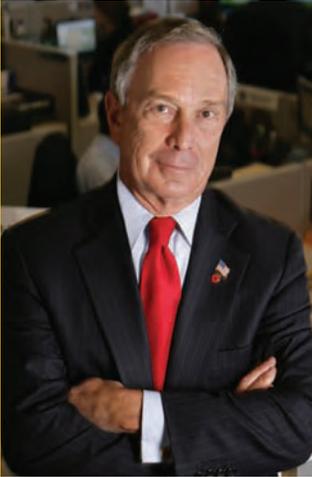
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charged with

“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 wheel chair-accessible vans, and to establish certain rates and standards.”



Message from the Mayor

Dear Friends:

New York City is a town perpetually on the move, and we are fortunate to have a taxicab and for-hire vehicle industry that keeps-up with New Yorkers, as well as the millions of visitors to our metropolis. Of course, merely keeping-up is sometimes not enough, as anyone in business will tell you. The essence of success is in growing and adapting to your environment, and to your clients' needs.

For the TLC's regulated industries, the year 2008 was all about growth and adaptation – to better serve persons with disabilities, to cope with the challenges of a depressed economy, and to decrease the environmental burden vehicles place on our city, which is no longer simply a good idea, but a necessity.

The leadership provided by Chairman Daus and the TLC is helping us to enhance customer service, protect our environment, and improve the operations of the agency and the various industries it regulates. Considering the complexity of the TLC's regulated industries, which are the largest and most active in our nation, this report provides a concise and transparent breakdown of useful information.

Many challenges still lie ahead, but with a dedicated team that is forward-thinking and practical, I look forward to even bigger and bolder initiatives from the TLC in the coming year.

Sincerely,

Michael R. Bloomberg
Mayor



Welcome by Commissioner

Dear Friends:

2008 was a year of progress on many fronts at the Taxi & Limousine Commission. Under the Bloomberg Administration, our agency is not only addressing and solving the most difficult issues facing us, but we continue to make technological strides to enhance service for all passengers of our nation's largest regulated for-hire ground transportation system.

For the passengers of our vehicles, we are proud to have achieved 100% implementation of the taxi technology (or T-PEP) systems in the city's 13,237 medallion taxicabs – enabling them to access useful information on rear seat screens, enjoy additional fare payment options via credit and debit card transactions, to more effectively recover lost property, and so much more. For persons with disabilities, our accessible taxi dispatch system demonstration project is matching accessible vehicles with people who use wheelchairs by simply calling 311. This new system seeks to more efficiently use the city's 238 wheelchair accessible taxicabs – which are now more than any city in the nation.

On the all-important issue of our environment and the need to “think green” in all our transportation plans, the TLC is proud to note that thanks to the leadership of Mayor Bloomberg, it has more than doubled the number of hybrid taxicabs, from 600 to over 1,800, or roughly 14% of the city's total taxi fleet, making New York the leader among America's cities in this category as well. Another TLC accomplishment of 2008 was completing the sale of 89 new taxicab medallions, 87 of which were earmarked for wheelchair accessible taxicabs. This represents the culmination of an orchestrated series of eight auctions, from 2004 through 2008, resulting in a total of 1,050 new taxi medallions being placed into service, as well as the collection of over \$400 million in revenue for the city's general fund.

With respect to the agency's operations, the TLC continued to improve upon its already impressive record of improving efficiency and providing the highest levels of customer service for all of its customers – passengers, license applicants and licensees alike. We have seen continued reduction in waiting times at our inspection facility, as well as a reduction in waiting time at our licensing facility despite a record number of licensed drivers.

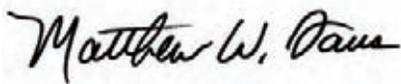
Matthew W. Daus
Commissioner/Chairman

Welcome by Commissioner *continued*

Two key words that most accurately apply at this year's end and the beginning of 2009 are *progress* and *future*. As detailed in this report, we have seen the measurable progress made on several fronts throughout 2008, and we have been able to continue building on foundations that will lead to even more accomplishments in years to come. The hard work and diligent planning over prior years to ensure appropriate driver wages and service enhancements have solidly prepared and braced us for the coming economic challenges. As a reminder, it was due in part to the TLC's efforts over seven years ago that our industries were among the first to recover economically from the impact of 9/11 – well before many others. I am hopeful and encouraged that our efforts will once again be successful as we end the year with a minimal impact on revenues and ridership in the taxicab industry, with yet more record medallion sale prices; as I also applaud the optimism and resiliency of the black car industry as they face significant revenue losses.

We look forward to further progress and even greater accomplishments in 2009, and we will get through these difficult times – together!

Sincerely,

A handwritten signature in black ink that reads "Matthew W. Davis". The signature is written in a cursive style and is centered on the page.

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.”

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 Board Structure

The Board of the Taxi and Limousine Commission is comprised of nine (9) members, eight (8) of whom are unsalaried. The salaried Chairman presides over the Board and acts as head of the agency, which carries out the Commission's day-to-day licensing, regulatory, enforcement, and adjudicatory functions. Members of the Commission are appointed by the Mayor of the City of New York, with the advice and consent of the City Council, 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.



Matthew W. Daus
Commissioner and
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. 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 as Chairman, 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. Commissioner Arout's new term expires on January 31, 2015.



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. Commissioner Giannoulis's term expired January 31, 2001, though he may serve until replaced or re-appointed.



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. Commissioner Gonzales's term expires January 31, 2012.



Jeffrey A. Kay

Commissioner Jeffrey A. Kay was appointed by Mayor Michael R. Bloomberg to serve on the TLC Board in 2007. He was appointed director of the Mayor's Office of Operations in March 2006, where he oversees publication of the Mayor's Management Report and helps manage the daily operations of city agencies, coordinates initiatives and special projects to improve the delivery of city services, such as Mayor Bloomberg's PlaNYC sustainability initiative. Commissioner Kay's term expires on January 31, 2012.



Lauvienska Polanco

Lauvienska Polanco was appointed to the Manhattan seat of the TLC Board of Commissioners in 2007. Commissioner Polanco worked briefly as a mediator for insurance defense claims, before spending some years at a personal injury law firm. After that, she joined the New York State Unified Court System, first as a Court Attorney in the Lower Civil Court, and now in an elevated role as Principal Law Clerk at the Bronx Supreme Court. Commissioner Polanco was recently re-appointed to a term expiring on January 31, 2015.



Iris Weinshall

Appointed by Mayor Michael R. Bloomberg in 2003, Commissioner Iris Weinshall is currently Vice Chancellor for facilities planning, construction and management at CUNY. Prior to this, Commissioner Weinshall served as the Commissioner of the New York City Department of Transportation (DOT), and as First Deputy Commissioner of the Department of Citywide Administrative Services. Commissioner Weinshall's term expires January 31, 2010.

“It is estimated that over 55,000 TLC-licensed vehicles transport over 1.5 million passengers each day.”



The TLC's Board of Commissioners votes at a recent public meeting.

Commission Meetings

The TLC holds regularly scheduled public meetings, typically on the second Thursday of each month, where regulatory actions are discussed and publicly heard, base license applications are reviewed, and staff deliver presentations on new and proposed policies, pilot programs, and regulations. In 2008, the TLC promulgated seven rulemaking actions. A few examples include regulations that improve transportation options for people who use wheelchairs and accommodate individuals with disabilities, and allow consumers to “attend” complaint hearings by telephone. Commission members also considered a number of pilot programs including testing “swing-out” seats to assist passengers with disabilities, and in-vehicle camera technology to monitor driving behavior and to potentially deter accidents. This report contains a calendar of the specific actions taken at Commission meetings during this past year.

Scope of Regulated Industries

The New York City TLC is responsible for the licensing and regulation of the 13,237 medallion taxicabs currently authorized to accept hails from passengers within the five boroughs of the City of New York, as well as nearly 40,000 other vehicles serving the public via pre-arrangement and radio dispatch. These “for-hire vehicles” (FHV) 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 (ambulettes) and commuter vans, which have a seating capacity of between nine and 20 passengers and are authorized to transport passengers within specific geographic zones via pre-arrangement. In addition to the aforementioned vehicles and drivers, the TLC 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. TLC licensed vehicles are an essential part of the comprehensive transportation network of New York City. It is estimated that over 55,000 TLC-licensed vehicles transport over 1.5 million passengers each day.

Chart: By the Numbers

157,942 Active Licenses

(as of December 30, 2008)

	Numbers
DRIVERS	
Medallion Drivers	46,409
For-Hire Vehicle Drivers	52,096
Other	2,787
Total Driver Licenses:	101,292

VEHICLES	
Medallion	13,237
For-Hire Vehicles	39,795
Other	2,531
Total Vehicle Licenses:	55,563

BUSINESSES	
Taxicab brokers	26
Medallion Agents	73
Taxicab Meter Shops	29
Taxicab Meter Manufacturers	3
Total Business Licenses:	131

BASES	
Black Car Bases	73
Community Car Service Bases	485
Luxury Limousine Bases	166
Commuter Van Authorizations	44
Paratransit Bases	188
Total Base Licenses:	956





Customer service professionals answer consumer questions and provide important information to licensees at the TLC's Call Center.

The TLC Call Center answered an average of 8,900 calls per month in 2008 – more than double the monthly call average of 4,100 answered during 2007.

Agency Overview and Performance

TLC Web site

As in years past, the TLC's Web site – www.nyc.gov/taxi – has proven itself a valuable centerpiece in the agency's efforts to effectively communicate. In 2008, the Web site received 4,092,533 views, as compared to 3,433,548 views during the prior calendar year, a 19% increase.

In addition to our ongoing efforts to enhance our customers' ability to transact business via the Internet, we have continued to update the Web site on an almost daily basis, and have added whole new sections, including those with detailed interactive information on projects such as the TLC's Rules Revision Project and Accessible Dispatch Program.

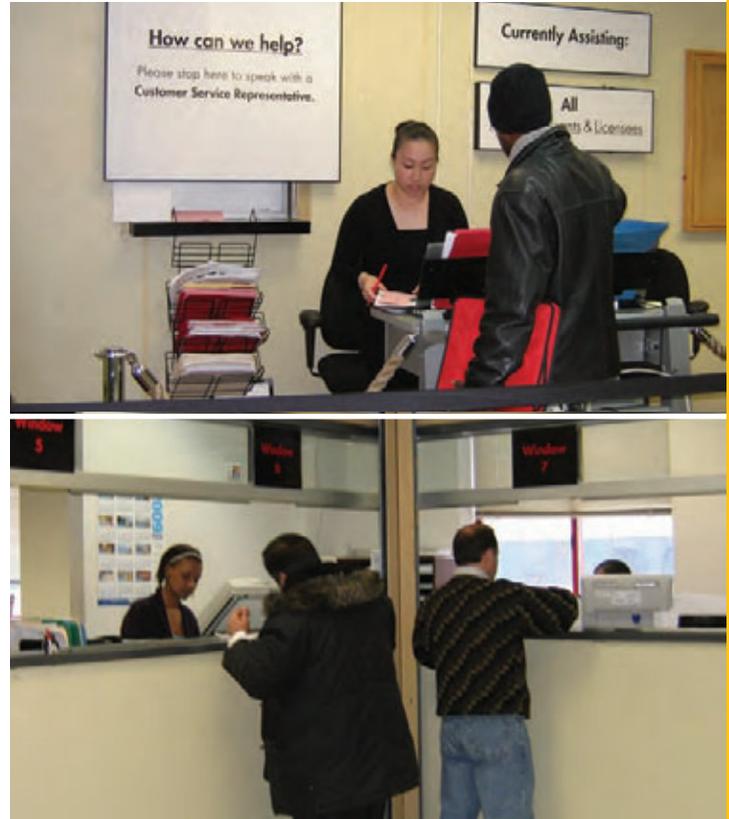
As always, the Web site also includes such highlights as fully updated Transcripts and Minutes of all public meetings and PDF versions of all informational materials presented at Commission meetings.

Call Center

The TLC Call Center answered a significant number of calls in 2008 – an average of 8,900 per month. This parallels last year's numbers, and is more than double the monthly call average of 4,100 answered during 2007, which is primarily due to filling personnel vacancies in the TLC Call Center. The amount of time that consumers and drivers must wait to speak to an agent averaged approximately two minutes. Also in 2008, the TLC started conducting searches for property lost by passengers utilizing the new technology systems that are now in all taxicabs (T-PEP). T-PEP, or the Taxicab Passenger Enhancement Program, has improved the TLC's ability to locate lost property. Approximately 1500 searches have been conducted since March and, due to the new technology, 230 lost items have been recovered and returned to passengers.

Agency Budget and Headcount

The TLC's Fiscal Year 2008 operated on a modified budget of \$29,197,735 (\$21,410,403 for Personal Services and \$7,787,332 for Other Than Personal Services). The TLC had an authorized headcount of 408 for Fiscal Year 2008. The Fiscal Year 2009 budget is \$30,083,952 (\$21,872,744



Top: Licensing customer service representative Vicki Hongdikokul assists a client at one of several mobile customer services carts.

Bottom: Waiting time for licensing transactions and adjudication issues at TLC's Long Island facility has been significantly reduced.

for Personal Services and \$8,211,208 for Other Than Personal Services), with an authorized headcount of 404.

Licensing Division

The TLC's Licensing and Standards division had a particularly productive year in 2008, which included creating and implementing policies and initiatives that have further streamlined operations and improved customer service. Changes and improvements have allowed the Division to manage a projected 18% increase in total driver-related application volume over 2007 levels. The Renewal Unit in particular has seen a large increase in its processing volumes and the division is currently on track to process over 60,000 renewal applications this year, a volume that translates into a 23% increase over 2007. New driver applications were also up by 6%

over last year. Despite the overall workload increase, the division's average waiting time at the Long Island City facility was reduced to an average of 19 minutes, as opposed to 32 minutes during the previous fiscal year. The Division began accepting credit cards for the payment of all transaction fees at the Long Island City location, alleviating the need for applicants to arrive with money orders for application and fingerprint fees, and providing greater flexibility for the client regarding their payment options.

Base Application Processing

It was another successful year for the Licensing Division's Base Unit, as almost 100% of all bases were renewed before their expiration date. The Base Unit continued the procedure, begun in 2007, of emailing a representative of each City Council Member's office the list of all livery base applications submitted to the TLC each month, and all livery base applications continue to be brought before the Commission in a timely manner. The effective working relationship between the Base Unit and the Enforcement Division has continued, which facilitated numerous field visits to inspect new and existing licensed bases.

Customer Service Improvements

The creation and deployment of a Licensee Support/ Customer Service Unit to improve customer relations and provide more information to applicants remains an unqualified success. Two members of the Unit are now licensed notaries enabling them to better assist licensees

or applicants with documents requiring notarization. Many documents and forms have been redesigned for easier reading, thereby reducing the number of questions and errors. Also on the agency's Web site, desired information has become easier to access, resulting in decreased wait times experienced by clients as well as an increase in the acceptance rate at the counter of first time applicants from a low of 42% to an average of 95% today. Additional customer-friendly efforts have included more accessible counters in the Driver Application Area, the installation of more clear and accurate signage, wall-mounted document holders with current forms in both Spanish and English, and an upgrade of the public rest rooms.

Enforcement Division

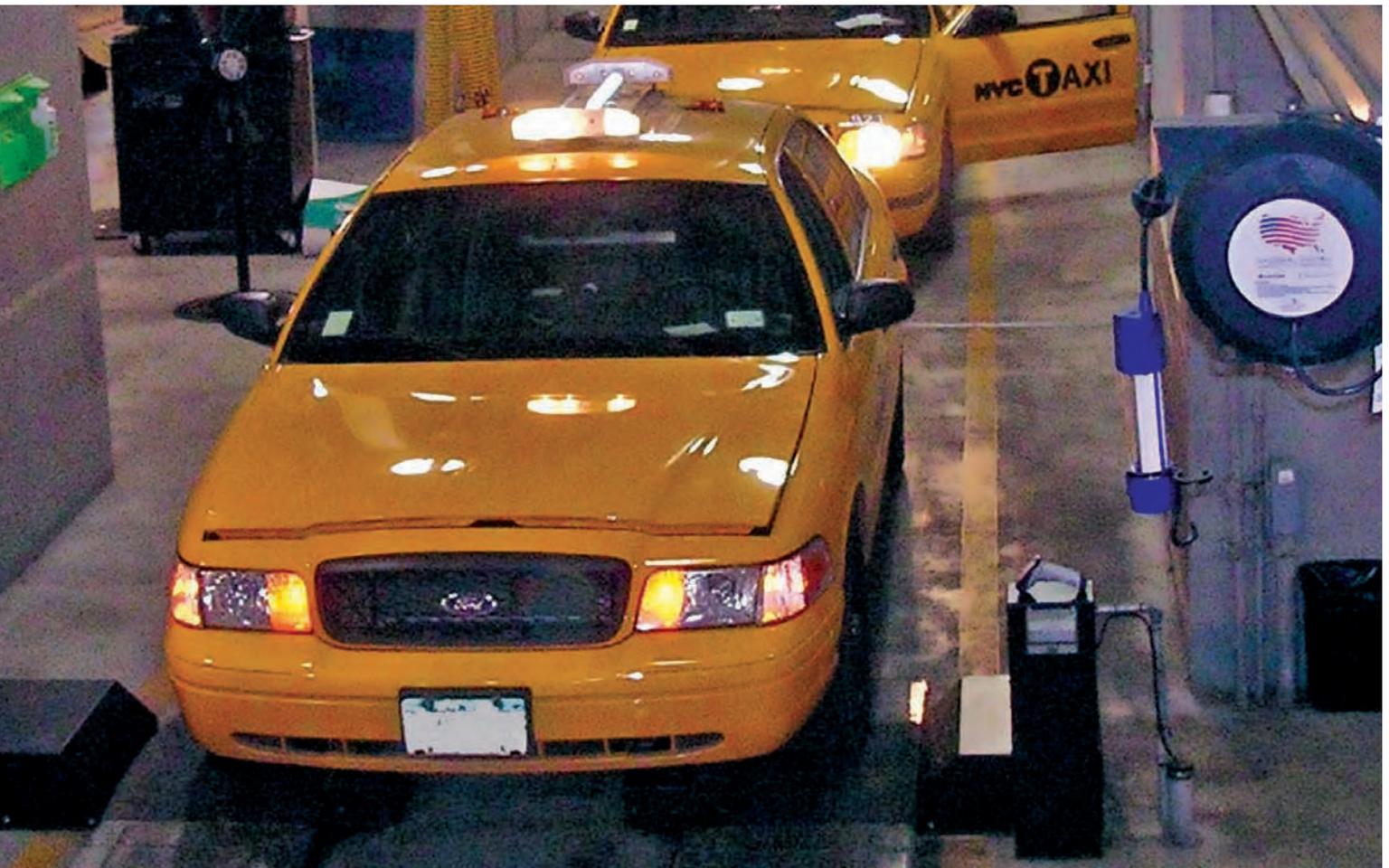
The TLC's Uniformed Service Bureau (USB) continued in its efforts to protect the public during 2008. The agency's principal undercover enforcement initiative, "Operation Refusal," which measures the compliance of taxicab drivers with the laws, rules and regulations that prohibit their refusal of service to the riding public under any but a select few circumstances, tested 3911 taxicab drivers in 2008. This testing yielded a 96.70% compliance rate, an improvement of almost 3% over last year's compliance rate of 93.80%.

"Operation Street Hail," another signature undercover initiative testing for-hire drivers' compliance with regulations requiring their services to be delivered via pre-arrangement, resulted in the issuance of 1560 summonses for illegal activity in 2008. In early 2008,

Left: The TLC's latest class of Officer Cadets take the Oath of Office.

Right: TLC Deputy Commissioner for Enforcement Pansy Mullings (2nd from left) celebrates Graduation Day with members of the training staff.

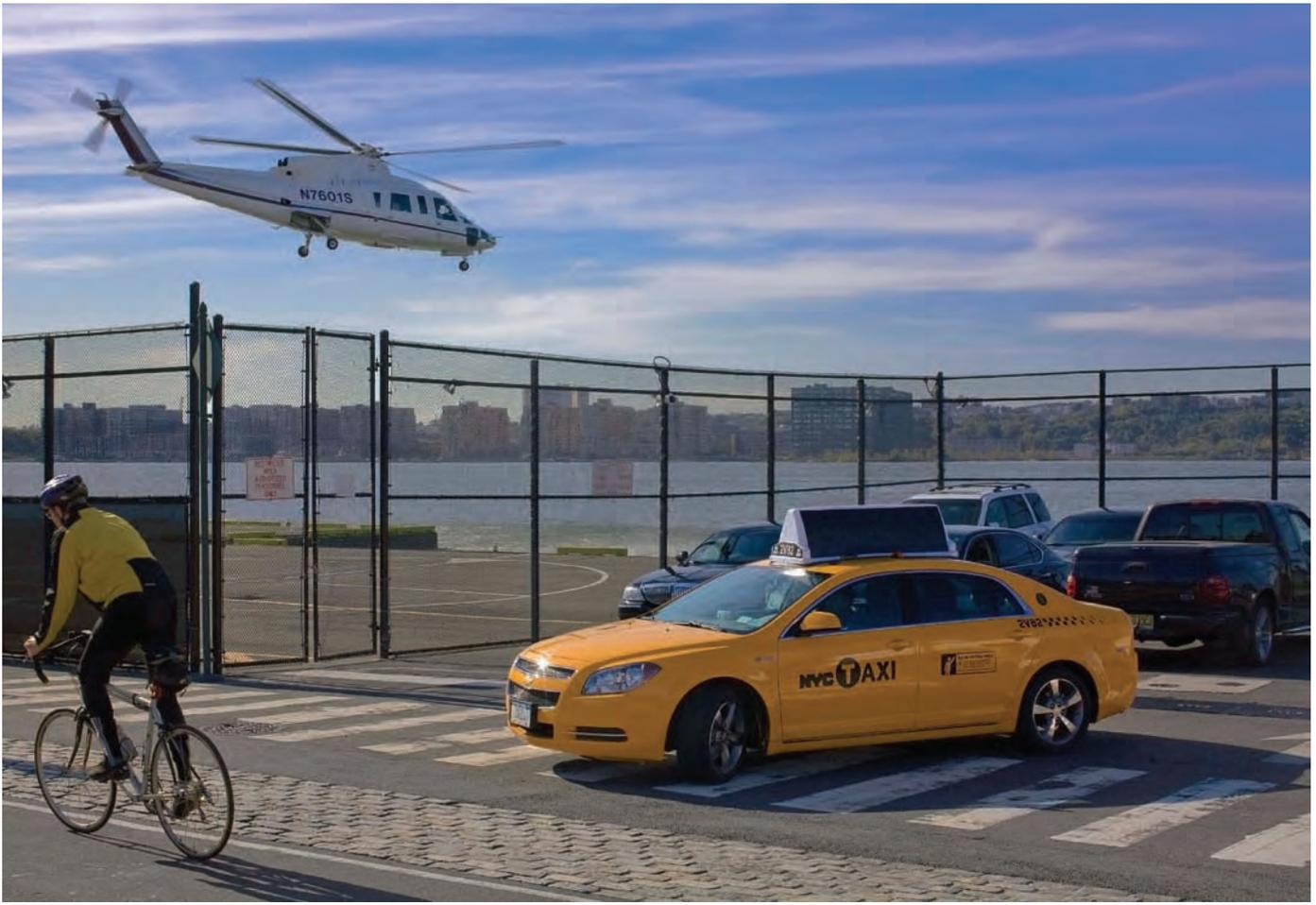




The TLC's state-of-the-art, NYS DMV-certified Safety & Emissions facility performs over 60,000 vehicle inspections each year.

Accessible and Hybrid Vehicle Make and Model

Vehicle Make and Model	LL54 Class	Total as of 12/31/08	Total as of 11/29/07	Total as of 12/29/06
Saturn Vue (SUV) Hybrid	CA2	0	1	N/A
Dodge Caravan (Minivan) (Accessible)	WAV	140	16	N/A
Ford Freestar (Minivan) (Accessible)	WAV	4	27	N/A
Chevrolet Uplander (Minivan) (Accessible)	WAV	0	40	6
Toyota Sienna (Minivan) (Accessible)	WAV	93	N/A	N/A
Ford Escape (SUV) (Hybrid)	CA2	1319	515	208
Honda Civic (Hybrid)	CA1	2	1	1
Lexus RX 400H (SUV) (Hybrid)	CA2	3	2	2
Mercury Mariner (SUV) (Hybrid)	CA2	6	6	3
Toyota Camry (Hybrid)	CA1	112	25	4
Toyota Highlander (SUV) (Hybrid)	CA2	122	76	4
Toyota Prius (Sedan) (Hybrid)	CA1	135	90	69
Nissan Altima (Hybrid)	CA1	73	12	0
Chevrolet Malibu (Hybrid)	CA1	71	None	None



the TLC also introduced and maintained an undercover initiative known as “Operation Secret Rider,” which borrows a page from the retail industry’s “Secret Shopper” concept. “Secret Rider” is designed to monitor drivers’ delivery of customer service, ensuring that the *Passenger Bill of Rights* is adhered to, and that there is compliance with important elements of service – such as the option to pay for fares by credit card, riding in a clean cab and drivers not talking on a cell phone while driving.

To protect the public, the USB was also responsible in 2008 for issuing padlocking violations to a record 47 illegal for-hire bases, padlocking three locations and

working closely with the TLC’s Licensing Division to facilitate the licensing of legitimate bases. Work has continued with Licensing to ensure the compliance of bases with the TLC’s license renewal process, and to ensure the compliance of paratransit bases with newly implemented requirements to provide electronic trip data to the TLC. USB and Licensing also continue to coordinate closely on confirming the insurance information required of the For-Hire Vehicle industry. In addition, USB has been working closely with Constituent Affairs to ensure compliance with the Accessible Dispatch Program.

Adjudications

The Taxi and Limousine Commission's Administrative Tribunal adjudicated 68,307 summonses, during calendar year 2008 (as of December 12, 2008), covering 80,006 violations. The Adjudication Division has also revised many of its forms and public documents to conform to plain language principles, making them easier to understand and comply with. Perhaps most notably, as of early December 2008, consumer complainants too busy to attend an in-person hearing at the TLC's Rector Street headquarters may now offer testimony by telephone during a hearing scheduled at their convenience. In addition, there is now a teleconferencing hearing option for respondents at the Staten Island Facility. Also, over 2500 appeals decisions were adjudicated and twenty-two new ALJs were appointed and received extensive training during 2008.



Top: Following weeks of intensive training, the TLC saw its latest class of Administrative Law Judges (ALJ) introduced and sworn in at its December 2008 Commission meeting. Chief Administrative Law Judge Carmena Schwecke (at right) administered the Oath of Office to the class of 10, which included professionals with deep and varied legal and adjudicatory experience.

Middle: Administrative Law Judge Mark Snyder (at right) hears the testimony from TLC Officer Igor Gorbikov (at left).

Bottom: Mayor Michael R. Bloomberg signs Intro. No. 256-A into law, strengthening the TLC's administrative tribunal, as Commissioner Matthew Daus (at left) and First Deputy Commissioner Andrew Salkin look on.

Rulemaking Actions – 2008

Commission meeting	Subject	Status
January 10, 2008	Commuter van stickers (LL430-a)	Effective February 14, 2008
	Medallion transfers/escrows	Tabled
April 17, 2008	Black car minimum mpg rules	Effective June 22, 2008
June 12, 2008	Rear-entry accessible taxi specs	Effective July 17, 2008
August 7, 2008	Intro 256A implementation	Tabled to September
September 10, 2008	Seat covers and airbags	Effective October 1, 2008
	Accessible logo	Effective October 16, 2008
	Intro 256A implementation	Effective October 18, 2008
December 18, 2008	Medallion transfers/escrows	Effective January 23, 2009

Projects, Initiatives and Events

Leasing Incentives Program

The TLC continued to proceed in the direction of “greening” its fleet of 13,237 medallion taxicabs in 2008. Following a federal court finding that the agency’s 25/30 miles per gallon standard was preempted by a federal provision reserving the setting of fuel standards for the federal government, Mayor Michael R. Bloomberg and Commissioner Matthew W. Daus announced in late 2008 the proposed implementation of changes to the agency’s leasing regulations that would reduce the maximum allowed lease for inefficient vehicles while increasing it for more fuel efficient vehicles. Joining Mayor Bloomberg and Commissioner Daus at the announcement was Congress Member Jerrold Nadler, who announced his intention to seek a federal legislative resolution. It is anticipated that these proposed changes to the leasing regulations will be considered at an upcoming Commission meeting in 2009.

Accessible Dispatch Pilot Program

Approved in 2007, the TLC launched its Accessible Dispatch Program in 2008 as a temporary demonstration project that dispatches wheelchair accessible taxicabs in conjunction with the Mayor’s Office for People with Disabilities, the Mayor’s Office of Operations, and the Department of Information Technology and Telecommunications. The program has this year begun the process of helping the TLC to learn how best to match wheelchair accessible vehicles with passengers that use wheelchairs and seek for-hire service. Through the services of a leading provider of dispatching services, the latest dispatching technology is applied to connect accessible vehicles with passengers who use wheelchairs when they call 311, and request the nearest available accessible vehicle be dispatched to their location. There are 237 wheelchair accessible taxis on the road today, more than any taxi fleet in the nation. 308 taxicab drivers

Left to right: Event hosts Neomi, Zion and Meir Yakuel, Mayor Michael R. Bloomberg, City attorney Scott Pasternack, TLC Commissioner/Chairman Matthew W. Daus, and Congressman Jerrold Nadler.



have been trained in service to persons with disabilities and the safe use of accessible vehicle equipment. As of the date of this report's preparation, a total of 801 trips have taken place through this program. The TLC has also engaged in outreach to the disability community and participated in a series of accessible taxicab forums in each of the five boroughs to discuss and obtain feedback about the service. Additionally, as of November 3, 2008, the drivers of wheelchair accessible vehicles have been accorded priority at the John F. Kennedy Airport Central taxi hold lot thanks to a partnership with the Port Authority of NY and NJ. This pilot program provides incentives encouraging taxicab drivers to operate accessible taxicabs, as well as to provide spontaneous service to persons who use wheelchairs at JFK Airport.



Left: The blue logo is required to be placed on all front hoods, so the accessible vehicles can be easily noticed by people who use wheelchairs.

Right: One of the approved accessible wheelchair taxicabs with a side ramp.





TLC Rules Revision Project

The TLC undertook a Rules Revision Project in 2008, the goal of which is to make our agency's rules and regulations clearer, easier to understand, and simpler to use. To meet this goal, the TLC has been working with TATC, a company that specializes in government rule assessment and consulting, to translate the existing rules into plainer, clearer language. Our process has been to collect information from within the agency and from industry stakeholders, and then reorganize and redraft existing rules.

The TLC Rules Project has three phases:

Phase 1 (Research)

TATC met with TLC commissioners, staff, and industry stakeholders to learn about the industry and agency and stakeholder needs. This phase was completed in early 2008.

Phase 2 (Revision)

TATC will revise and reorganize existing TLC rules and regulations into plain language to make them easier to understand, and to ensure consistency across chapters. No major substantive changes will be made during this phase. Phase 2 is in progress now, with the TLC soliciting industry feedback on the work that has been done. As of the time of the preparation of this report, six completed chapters have been posted in a special project-specific area of the agency's Web site for review and comment. These include chapters covering such areas as Taximeters, the Sale of Medallions, Taxicab Agents and Brokers, Rules Governing the TLC, and Industry Representatives.

Phase 3 (Recommendation)

In Phase 3, TATC will identify possible areas for substantive rule changes or new rules that will allow for more effective policies and regulation.

Driver Recognition Ceremony 2008

As in years past, the TLC, along with its partners **NYC & Company** and **Tishman Speyer** celebrated the exemplary work of dozens of the City's most outstanding professional taxicab, for-hire vehicle and paratransit drivers at the Sixth Annual Driver Recognition Ceremony, held at Rockefeller Center's famed *Top of the Rock* Observation Deck in Manhattan.

The "Driver of the Year" award was conferred upon Mr. Charles Kabbani, a Black Car driver who is credited with potentially having saved the life of a passenger who was suffering a seizure. Several other principal honorees were lauded for exemplary service, outstanding and even heroic actions, such as Adil Aboussalham, who trapped a suspected sex offender in his cab until Police arrived.

The event featured special guests Ben Bailey, Host of Discovery Channel's wildly popular **Cash Cab** television show in which taxi riders have the opportunity to win cash by correctly answering progressively more difficult general knowledge questions; and Tom Wopat, veteran of stage and screen who starred in 2008's acclaimed Broadway musical "**A Catered Affair.**"

A proclamation by Mayor Michael R. Bloomberg officially named March 27, 2008 as "Driver Recognition Day in the City of New York," encouraging taxicab and for-hire vehicle passengers to take a moment and thank their drivers for the service they provide.

- 1 New York's best cabbies celebrated their exemplary deeds among the clouds at the *Top of the Rock*.
- 2 Mayor's Office for People with Disabilities Commissioner Matthew Sapolin (at right) lauds "Customer Care" award honoree Usman Arshad.
- 3 The TLC's *crème de la crème* cabbies pose for a group shot on the fabulous *Top of the Rock* Observation Deck with (first row, third, fourth and fifth from left, respectively) Commissioner Matthew W. Daus, TV/Broadway star Tom Wopat, *Cash Cab* Host Ben Bailey.
- 4 *Cash Cab* host Ben Bailey "kept it real."
- 5 Commission Member Iris Weinshall presented the "Hero Cabbie" award to Adil Aboussalham.
- 6 TV/Broadway star Tom Wopat talked about his cabbie role in the Broadway show "A Catered Affair."
- 7 Legendary "Matchmaker Cabbie" Ahmed Ibrahim received the TLC's "Cupid Cabbie Award" from TLC Board member Edward Gonzales.
- 8 Daily News transit reporter Pete Donohue presented the "Going the Extra Mile" award to Douglas Guldeniz for his amazing fare to Sedona, Arizona, which Donohue chronicled in daily updates.
- 9 From left to right, celebrating the success of "Driver of the Year" Charles Kabbani (second from left) are black car industry leaders Victor Dizengoff and Berj Haroutunian, TLC Commission Member Edward Gonzales, Commissioner/Chairman Matthew Daus, *Cash Cab* host Ben Bailey, Commission Member Iris Weinshall, and TV/Broadway star Tom Wopat.
- 10 TLC Board Member Elias Arout (at right) congratulates "Customer Care" award honoree Mark Thomas.



Taxicab Technology Enhancements

The year 2008 saw the Taxicab Passenger Enhancement Project (T-PEP) system's implementation in all 13,000-plus taxicabs. The T-PEP initiative, began in March 2004 when the Commission granted a 26% taxicab fare increase that was tied to a series of technology-based customer service improvements for passengers. Over the ensuing time, the TLC has engaged in extensive research, procurement, and testing, resulting in an outstanding product provided by three companies that were awarded contracts through a transparent, competitive RFP process.

The enhancements include credit/debit card acceptance as well as a Passenger Information Monitor (PIM). The PIMs include Public Service Announcements (PSAs), TLC Rules and Regulations, a live/real-time map, as well as a wide variety of information such as sports scores, news, weather, movie and restaurant reviews and unique entertainment content.

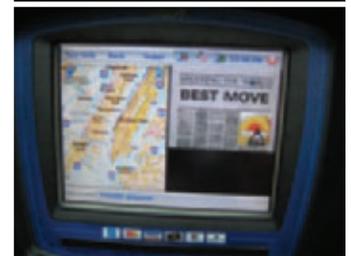
The T-PEP systems make use of vehicle location technology to facilitate "electronic trip sheets" in lieu of the "paper and clipboard" versions. This technology captures trip sheet data automatically with no effort on the drivers' part while facilitating the recovery of hundreds of lost passenger items, which account for approximately 50% of all TLC related calls to 311.

Among the ways that taxicab drivers have benefitted from the T-PEP systems include the use of the Driver Information Monitors (DIMs), from which drivers receive various types of text messages including fare opportunities, traffic and emergency information, rules and regulation reminders, as well as direct contact concerning lost property searches. For the purposes of safety, the text messages may only be accessed when the vehicle is not in motion, and are sent via secure Internet portals by the various fleets, agents, owners and the TLC. Past business opportunity messages have resulted in service provision at a number of events held in locations where taxicab service is typically rare.

Lastly, the T-PEP Unit works in close conjunction with the TLC's Uniformed Services Bureau, which has been charged with the responsibility of ensuring compliance with T-PEP-related regulations, and performing field testing of the systems on an ongoing basis to ensure the highest level of security to the T-PEP systems.



Grateful musician Anne Roggen gifted her hero cabbie Denis Getting with a private performance for returning her vintage viola, thanks to the assistance of the TLC's new customer service technology.





Medallion Sales

On May 2, 2008, the TLC completed the sale of 89 new taxicab medallions, 87 of which were earmarked for use on wheelchair accessible taxicabs. That auction was the culmination of the sale of 1,050 taxicab medallions, which occurred over the span of eight individual auctions taking place across Fiscal Years 2004-2008. The combined auctions realized revenue to the City's General Fund of over \$400 million. Perhaps most notable about the auctions is the fact that the bids of a number of auction participants were in excess of their value on the open

market, signifying the superior standing of the medallion license as an investment in the future of both the taxi industry and the City of New York.

There were 294 medallion transfers in Calendar 2008 (204 Individual and 90 Corporate), and an additional 342 stock transfers, for a total of 636 transfers of all kinds. The year ended with a record high average medallion price of \$550,000 for Individual Medallions, and \$747,000 for Corporate Medallions, an increase from earlier in the year of 28% and 25%, respectively.



Top left: Stan Ganes (at right) and his delegation from New Zealand came to discuss the internationally burning question of “Deregulation vs. Regulation”.

Top right: Washington, D.C. Taxi Commissioner Leon Swain (standing, left, rear) looks on as his staff observes a TLC Customer Service representative assisting a consumer.

Bottom left: TLC Commissioner Matthew Daus shares a handshake with Taxi Commissioner Hector Corchado from Newark during a recent consultation visit.

Bottom right: TLC Chief of Staff Ira Goldstein (center) and Chief of Staff to the First Deputy Commissioner David Klahr (left), attend an educational session at the IATR’s 2008 conference in Los Angeles.





Left to right: Panelists Jo-Ann Bravo of Orange County, Matthew Daus, Jerry Kozubal of Winnipeg, Manitoba; Clifford Watts of Baltimore, Maryland and Allan Matthews of London, England presented an expert's view of "Regulatory Experiences with Alternative Fuel Vehicles."

National/International Visitors

The TLC has been privileged to receive visits from numerous transportation regulators over the years, in order to discuss both shared and differing regulatory approaches and exciting initiatives occurring at the New York City Taxi and Limousine Commission. Such visits have historically come from individuals and delegations representing countries and territories spanning the globe, and in 2008 included visits from as near as Washington, D.C., and Newark, N.J.; Montreal, Canada; and as far away as Queensland, Australia; Canterbury, New Zealand and Japan.

International Association of Transportation Regulators Conference 2008

Held in Los Angeles in September 2008, the Annual Conference of the International Association of Transportation Regulators (IATR), always a prestigious event, will be hosted in New York City in 2009 – a noteworthy recognition of the TLC as a leader in the world of taxicab and vehicle-for-hire regulation by an influential organization comprised of for-hire ground transportation regulators from around the world.

What has been recognized is the TLC's demonstrated innovation in regulation, planning, and implementation to achieve the type of breakthroughs that continue to make future improvements possible. As the host city for the next IATR Conference, to be held over a three-day period in September, planning has already begun. Attendees at the Conference will be invited to a close-up look at some of the action points in the city's taxi industry, and the major subject of discussion is expected to be technology, which will cover the T-PEP program and all of the planning that went into it, as well as the many benefits that it has delivered.

New York City TLC Commissioner and Chairman Matthew Daus, who presided over this year's conference's discussions on clean air vehicles and related subjects as Chairman of the IATR's Education Committee, has been named the IATR's President-Elect.

For more information about the work of the IATR, you can visit its Web site at: www.iatr.org.

Customer Service Week

From October 6-10, 2008, the TLC celebrated Customer Service Week throughout the agency as a reflection of a Citywide initiative to recognize the people whose job it is to provide quality customer service in government. The theme of the week was “Together, Listening and Caring for our Customers.” Commissioner Matthew Daus and senior staff took the opportunity to thank staff for their customer service efforts through contests, prizes and acknowledgement ceremonies. Call Center Customer Service Representative Frances Studivent was named as TLC’s recipient for the Mayor’s Office **Citywide Excellence in Customer Service Award** for providing 25 years of superior customer service and was honored with other outstanding City employees by Mayor Bloomberg at a ceremony at City Hall.



Top: From left to right, celebrating “Customer Service Week”, are Assistant Commissioner for Constituent Affairs Samara Epstein, TLC Principal Honoree Frances Studivent, Commissioner Matthew Daus, and Executive Director for Constituent Affairs Dawn Sherman.

Middle: Mayor Michael R. Bloomberg (at right) welcomes participants to the 2008 “Customer Service Recognition Awards” ceremony at City Hall. From left to right are Commissioner Matthew W. Daus, Constituent Affairs Executive Director Dawn Sherman and honoree Frances Studivent.

Bottom: Commissioner Matthew Daus congratulates the staff of the TLC Call Center and Correspondence Unit for their well-earned honors during “Customer Service Week.”







New York City Taxi & Limousine Commission
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