

New York City Taxi and Limousine Commission 2012 Annual Report



Commissioner's Welcome

Dear Friends:

The year 2012 was a characteristically eventful one for the Taxi and Limousine Commission, with an equally characteristic balance of challenges and achievements every step of the way.

Hurricane Sandy had the greatest impact on the agency and the industries we regulate. The earliest and most crucial challenges were to maximize the services of TLC-licensed vehicles with MTA-provided services which were either all or largely unavailable and perhaps most fundamentally, deal with the scarcity of fuel. Thanks to Mayor Bloomberg's leadership and foresight, emergency authorizations allowed for group rides, as well as letting liveries and other for-hire respond to street hails in addition to taxicabs. We also exempted taxis and other for-hires vehicles from the HOV requirements and the odd/even gas rationing program. Lastly, the TLC provided tens of thousands of gallons of free gasoline to licensees at our own facility, and worked with the National Guard to provide tens of thousands of gallons more at Floyd Bennett Field.

Even as we worked to support our regulated industries, we were displaced from our own offices in the Financial District and were forced to relocate staff to our facilities in Woodside and Long Island City. In addition, our Staten Island satellite office sustained heavy damage, and we had to abandon it entirely in favor of a temporary space at Borough Hall thanks to the generosity of Borough President James Molinaro. Manhattan-based staff members relocated to other facilities, a transition made easier by eager and accommodating Queens staff members. Aside from coordinating and securing the TLC's fuel distribution efforts, Uniformed Services members pitched in by providing security at homeless shelters, and at one point heroically rescuing two women who had been trapped in their storm-damaged storefront for two days.

Thanks to the dedication of TLC staff, we were able to maintain the full range of services to our customers throughout the crisis, and have thankfully been back "home" at 33 Beaver Street for some time now, though we remain on generator power...a constant humming reminder that things won't be "normal" for some months to come.

As for the rest of our initiatives, with so many projects to choose from, it would be difficult to say the year 2012 was known for any one of them in particular, but if pressed to do so, I would say that much energy was devoted to bringing quality taxi service to the neighborhoods of the City outside of the central business district. TLC's Board of Commissioners approved a package of rules authorizing the Five Borough Taxi program on April 19, 2012, expanding on the State Legislature's enabling legislation to create a fleet of 18,000 "boro taxis" over three years, 20 percent of which would be wheelchair accessible. The state law also authorized the sale of 2,000 additional wheelchair accessible taxi medallions. A court ruling in a suit brought by the Metropolitan Taxi Board of Trade (MTBOT) prevented our implementation of the program in 2012, but we are confident in our prospects of achieving the aforementioned goal in the New York State Court of Appeals.

Following several years of testing and planning, the TLC launched its Wheelchair Accessible Taxi Dispatch Program on September 14, 2012. The service allows passengers who use wheelchairs

in the borough of Manhattan to prearrange a trip to any destination using the City's 233 wheelchair accessible medallion taxicabs at the regular metered taxi fare. To date, there have been almost 1,000 completed trips dispatched in Manhattan to destinations throughout the city, with a current average wait time of about 20 minutes. The service is funded by an annual assessment on each medallion owner and administered by Metro Taxi, a West Haven Connecticut company that is an acknowledged leader in accessible transportation. You can request an accessible taxi by calling 311, calling the dispatch center directly at (646) 599-9999, texting a request to (646) 400-0789, or by using the mobile app "Wheels on Wheels" (WOW), available free from the iTunes app store. To incentivize drivers, the program pays drivers for the "deadhead," or travel time, portion of their trips en route to scheduled pick-ups....a lesson learned from a two-year pilot program.

In December 2012, the TLC passed a package of rules that permanently institutionalized the hugely-popular acceptance of debit and credit cards in taxicabs, as well as create specifications for technology systems for use in taxicabs ("TPEP"). In addition, we proposed a pilot program to test applications ("apps") that facilitate the "e-hail" (ordering taxicab service via smartphone) of taxicabs, and the payment of fares via smartphone. The "TPEP 2.0" rules will steer us away from the prior approach of requiring exclusive contracts for technology vendors, in favor of a system whereby participants in an open and competitive market, submit unique products for licensing once they have demonstrated compliance with published specs. Lastly, the new rules require that TPEP systems be integrated with apps so that the integrity of payments and other communications is protected.

The E-Hail/App pilot, the fruits of which will be readily apparent in mid-February 2013, created a framework that will allow passengers to enjoy the full range of conveniences and benefits from apps by ensuring that they likewise are fully integrated with TPEP systems, maintain the reporting of all necessary trip data, and implement and maintain state-of-the-art security protocols, among other things. Most importantly, the proposed regulations would implement safeguards that protect consumers from dispatch of unlicensed drivers and financially by ensuring that fares are calculated by meter, and not by GPS as some apps currently do.

In June 2012, the TLC's Board of Commissioners approved a 17 percent fare increase to improve industry stability. This included replacing the driver-paid 5 percent per transaction credit card processing fee with a \$10 per shift fee. With credit card usage above 50 percent and growing quickly, the flat fee will benefit drivers economically. Instead of paying a fee that varies depending on how passengers pay for their trip, drivers will now pay one flat credit card processing fee. The new policy will also remove any incentive for the small number of drivers who sometimes told passengers that their credit card machines were not working in order to avoid paying the transaction fee. The fare increase rules also provide for a driver health fund, supported by a 6-cent-per-ride set aside. The health fund will address a core concern that drivers do not have health insurance or disability coverage due to their independent contractor status. The TLC will issue an RFP to seek a qualified healthcare provider to administer the fund and provide services in 2013.

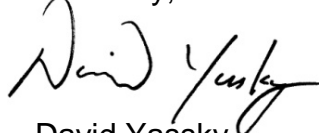
Certainly not least among the TLC's most highly-publicized initiatives of the year, the TLC's Board of Commissioners approved a plan in late November 2012 to modify taxicab rooflights to clarify when a taxi was available or unavailable for a trip. Under the new rule, taxicabs would convert from the current four light system to a simpler binary on/off single-light system. The new rooflight system will be introduced on a rolling basis at the time of each vehicle inspection between January 1 and April 30, 2013. An ancillary benefit of this equipment update is that drivers will no longer be able to control the rooflights manually, removing the ability of some drivers to "cherry-pick" passengers by switching the off-duty light on and off.

While the aforementioned projects and programs took up a lion's share of the spotlight, the TLC continued to excel in the provision of its core services by serving the business needs of licensees and protecting TLC licensed operators from the illegal activity. Unlicensed drivers often use unlicensed vehicles and advertise themselves as a taxi or livery service. These unlicensed activities threatened the earnings of TLC licensees and threaten public safety.

Fueled by the addition of 98 new Uniformed Services Officers – New York's Proudest -- for a total of 189 personnel in the enforcement unit today, we have seen a 72 percent increase in airport-issued summonses in the past calendar year, as well as an unprecedented 162 percent increase in illegal vehicle seizures at the airport. Total summons issuance citywide grew from 49,712 to 65,984, or 33 percent. Citywide illegal vehicle seizures jumped 233 percent from 1,737 to 5,776. The number of seizures will continue to grow in 2013 with the implementation of our finalized contract with Knights Towing for towing and storage services throughout the five boroughs. Our war against service refusals continues, with an increase in undercover refusal tests of 13 percent, from 1,944 to 2,193. Lastly, car stops are up by 20 percent, from 23,038 to 27,589. Looking ahead to 2013, we will continue enforcement activities by bringing the total number of enforcement personnel to 250.

In closing, the New York City Taxi and Limousine Commission has continued to achieve its stated goals of 2012, advocating for passengers and its regulated industries alike, fostering innovation and the development of new technology, even as these projects faced historic challenges with equal measures of creativity and dedication. I look forward to reporting back to you again in 2013, because I guarantee that it, too, will be a year to remember!

Sincerely,

A handwritten signature in black ink, appearing to read "David Yassky". The signature is fluid and cursive, with the first name "David" and last name "Yassky" clearly distinguishable.

David Yassky
Commissioner/Chair

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.”

TLC Mission Statement

The mission of the Taxi and Limousine Commission is to ensure that New Yorkers and visitors to the City have access to taxicabs, car services, and commuter van services that are safe, efficient, sufficiently plentiful, and provide a good passenger experience. We understand that private transportation services are an essential component of the City's transit network, alongside publicly operated mass transit. We believe both in the power of market forces to ensure that supply meets demand, and in the need for intelligent regulation to set the rules of competition, ensure safety, provide transparency to market participants, and reduce unwanted externalities such as pollution. Our fundamental principles include:

1. Our people are the key to our success. In recruiting new colleagues, we look for highly capable people who we would enjoy working with and who we believe will share our commitment to the TLC and its mission.
2. Our customers include participants in the industries we regulate, passengers transported by those industries, and businesses throughout the City whose success depends on the smooth functioning of a robust transit system. We are committed to providing excellent customer service, meaning courteous treatment, prompt responses to inquiries and requests, and evenhanded enforcement of our rules. We are committed also to making policy decisions based solely on what is best for the public we serve.
3. We operate with the highest level of integrity and honesty. We will be forthright with those we regulate, with the public, and with our partners in government and in the private sector, and we will expect the same in return. We are mindful that our success ultimately depends upon maintaining the confidence of each of these constituents.
4. We pursue long-term goals. We will always value genuine and permanent gains in our ability to accomplish our mission over immediate cost-savings or public-relations benefits.
5. We strive continually to improve our operations and our policies. We innovate, knowing that some innovations will fail. We encourage an environment that fosters open debate, values contrary opinions and tolerates honest mistakes. We understand and value the importance of technology and are constantly looking for ways to utilize technology to make our operations more efficient and productive.
6. We must continually remind ourselves of our limitations and dedicate ourselves to the avoidance of hubris. We will use all information available to us and will conscientiously seek to apply our values to the facts as we know them, but we are always cognizant of the possibility of error. We are ready to recognize, correct and learn from our mistakes.
7. Our mission places large demands on each of us. From time to time we will face criticism from our customers and from the public at large, and sometimes we will become frustrated. Nonetheless, we work with passion, commitment and enthusiasm, we keep the office atmosphere friendly and professional, and we try to have fun in our jobs as much as possible.

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.

David Yassky

David Yassky is the eleventh person to serve as Commissioner/Chair of the New York City Taxi and Limousine Commission. He was nominated by Mayor Michael R. Bloomberg on March 12, 2010, and confirmed by unanimous vote of the New York City Council on March 24, 2010. David Yassky's term will expire on January 31, 2017.

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 officer, he was a founder and past president of the board of directors of Project Hospitality. Commissioner Arout was re-appointed to a new term, which expires on January 31, 2015.

Frank Carone

Appointed by Mayor Bloomberg on the recommendation of the Brooklyn delegation of the New York City Council in March 2011, Commissioner Carone is a Partner at the law firm of Abrams Fensterman. Commissioner Carone's term expires on January 31, 2015.

LaShann DeArcy

LaShann DeArcy was appointed by Michael R. Bloomberg to serve on the TLC Board in 2011. Commissioner DeArcy is a member of Morrison & Foerster's Litigation Department. Her practice focuses on complex commercial litigation representing Fortune 500 companies and is a former member of the United States Air Force. Commissioner DeArcy's term expired on January 31, 2012, though she may continue to serve until replaced or re-appointed.

Mark Gjonaj

Mark Gjonaj was appointed by Mayor Bloomberg on the recommendation of the Bronx delegation of the New York City Council in 2010. Commissioner Gjonaj is the president of MP Realty Group and is also a founding member of the ILLYRIAN Partnership. Commissioner Gjonaj resigned from the Commission on December 31, 2012 after being elected to the New York State Assembly in the 80th District in the Bronx. His term would have expired on January 31, 2015.

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' term expired on January 31, 2012, though he may continue to serve until replaced or re-appointed.

Nora Constance Marino

Appointed by the Mayor on the recommendation of the Queens delegation to the New York City Council in 2011, Commissioner Marino a former JAG Officer in the United States Army Reserve opened her own law practice. Commissioner Marino's term expires on January 31, 2015.

Lauvienska Polanco

Lauvienska Polanco was appointed to the Manhattan seat of the TLC Board of Commissioners in 2007. Commissioner Polanco serves as Principal Law Clerk at the Bronx Supreme Court. Commissioner Polanco was re-appointed to a new term that expires 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). Commissioner Weinshall also served a distinguished tenure as First Deputy Commissioner of the Department of Citywide Administrative Services. Commissioner Weinshall's term expired on January 31, 2010, though she may continue to serve until replaced or re-appointed.

Commission Meetings

The TLC holds regularly scheduled public meetings where regulatory actions are discussed, public testimony is heard and action is taken by the Commission, base station license applications are approved, and agency staff deliver presentations on new and proposed policies, legislation, pilot programs and regulatory modifications. As a result of TLC rulemaking in 2012, 17 new rules have been promulgated and gone into effect. (See chart below.)

Rulemaking Actions – 2012

Commission Meeting Vote	Subject	Status
January 19, 2012	Stretch Vehicle Rule	Effective March 2, 2012
March 1, 2012	Taxi Receipt Ads Rule	Effective April 20, 2012
April 19, 2012	5BTP Base Rule	TBD
	5BTP Driver Rule	TBD
	5BTP Vehicle Rule	TBD
	5BTP Taximeter Rule	TBD
	5BTP LPEP Rule	TBD
May 31, 2012	CMVT Implementation Rule	Effective August 3, 2012
	Maximum Allowable Taxi Horsepower Rule	Effective July 18, 2012
	Medallion Sales Rule	TBD
	LPEP Security Spec Rule	TBD
July 12, 2012	Accessible Vehicle Spec Rule	Effective August 18, 2012
	Fare Rule	Effective September 4, 2012
	Lease Cap Rule	Effective September 30, 2012
September 20, 2012	Inspection Clarification Rule	Effective November 19, 2012
	Taxi of Tomorrow Rule	Effective October 31, 2012
	OMD & Enforcement Cleanup Rule	Effective December 19, 2012
November 29, 2012	Off Duty Light Rule	Effective January 10, 2013
December 13, 2012	TPEP 2.0 Rule	Effective January 26, 2013

Some Regulatory Highlights

Five Borough Taxi Program (5BTP)

One major regulatory initiative involves street hail livery legislation for the implementation of “boro taxi” service. On December 23, 2011, Governor Cuomo signed into law Chapter 602 of the Laws of 2011, and on February 17, 2012, signed into law Chapter 9 of the Laws of 2012, which amended the previous statute. This legislation allows New York City to issue up to 18,000 transferable street hail livery licenses to for-hire vehicles authorizing them to pick up passengers by street hail anywhere outside the Manhattan Business District, north of West 110th Street and north of East 96th Street and except for the airports. Twenty percent of these licenses will be set aside for use with wheelchair accessible vehicles. The legislation also authorizes the issuance of 450 permits for bases which will affiliate these vehicles, permitting operation of the service.

Following passage of the legislation, the TLC promulgated rules to implement the new service. Specifically, the rules outline standards of licensure for all participating licensees and the services that drivers of boro taxis will provide to New York City residents and visitors. Additionally, the rules specify vehicle service requirements including the installation of meters, the ability to accept credit card payment, and a unique color scheme and markings to distinguish boro taxis from medallion taxis. The rules also regulate street hail livery bases.

Presently, the rules have not yet gone into effect because the constitutionality of the law is at issue in an appeal pending before the New York State Court of Appeals. A decision on the matter is expected in June, 2013.

Taxi of Tomorrow

Following selection of the Taxi of Tomorrow vehicle, the TLC passed rules to implement the Taxi of Tomorrow project. The rules require taxi medallion owners to purchase the Taxi of Tomorrow, a single, custom-designed vehicle, with a few exceptions. The Taxi of Tomorrow will be available in a standard and accessible model, both of which will be crash tested with a partition installed there by elevating the industry safety standards. The Commission anticipates the activation date for the Taxi of Tomorrow will be October 31, 2013. The rules were adopted by the Commission on September 20, 2012 and took effect on November 31, 2012.

TPEP 2.0

As a result of advances in technology since the original TPEP RFP and the upcoming expiration of the existing TLC contracts with TPEP Providers, the TLC revisited the requirements and standards of TPEP systems in order to provide medallion owners, taxicab drivers, and taxicab passengers with the most up-to-date service and technology. Rather than extend the remaining TPEP contracts or engage in the procurement process again, the TLC chose to govern the relationship between medallion owners and T-PEP vendors by means of an Authorized Provider approach to maintain provider competition and allow the TLC to create and enforce consistent service standards for all Authorized TPEP Providers. Additionally, the TLC believes that an Authorized Provider approach will enable it to revisit and revise standards as technology and other factors continue to advance. The rule established a formal procedure by which a vendor can become an Authorized TPEP Provider, set forth technical requirements for TPEP systems supplied by Authorized Providers, and established the services to be provided by such Providers. The rule was adopted by the Commission on December 13, 2012 and will take effect on January 26, 2013.

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 approximately 40,000 other vehicles serving the public via pre-arrangement and radio dispatch. These “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 (ambulettes) and commuter vans that 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 approximately 55,000 of these vehicles transport over 1.5 million passengers each day.

Medallion prices continued to rise in 2012. The highest corporate medallion sale of \$1,125,000 was recorded in September, 2012, compared to the highest price in 2011 of \$1,000,000, first recorded in October of that year. Similarly, the highest independently owned medallion sale of \$850,000 was recorded in December, 2012, compared to the highest price in 2011 of \$710,000, also recorded in October of that year.

By The Numbers – 2012	
Active Licenses	168,996
<i>(as of December 31,2012)</i>	
Numbers	
Drivers	
Medallion Drivers	51,066
FHV Drivers	55,872
Other	3,636
Total Driver Licenses	110,572
Vehicles	
Medallion	13,237
FHVs	41,062
Other	2,953
Total Vehicle Licenses	57,252
Businesses	
Taxicab Brokers	25
Medallion Agents	67
Taxicab Meter Shops	28
Taxicab Meter Manufacturers	3
Total Business Licenses	123
Bases	
Black Car Bases	81
Community Car Services	497
Luxury Limousine Bases	251
Commuter Van Authorizations	48
Paratransit Bases	172
Total Base Licenses	1,049

Agency Overview and Performance

Agency Budget and Headcount

The TLC's Fiscal Year 2012 operated on a modified budget of \$32,639,999 (\$22,154,040 for Personal Services and \$10,485,959 for Other Than Personal Services). The TLC had an authorized headcount of 543 for Fiscal Year 2012. The Fiscal Year 2013 budget is \$64,501,169 (\$29,117,464 for Personal Services and \$35,383,705 for Other Than Personal Services), with an authorized headcount of 569.

The Fiscal Year 2013 budget includes \$22,500,000 as part of the Accessible Street Hail Livery Grant Program, pursuant to Chapter 9 of the laws of New York, 2012.

Call Center

The TLC Call Center answered 270,247 calls in 2012 -- an average of 22,520 per month. The wait time that consumers and drivers must wait to speak to an agent averaged approximately six minutes. In addition to providing information to passengers and drivers, various staff members are assigned the task of conducting searches for property lost by passengers utilizing the Taxicab Passenger Enforcement Program, more commonly referred to as TPEP. TPEP enhances our ability to track down and locate lost property reported to us by the riding public. Approximately 1,489 searches have been conducted in 2012, and due to the technology, 120 lost items are known to have been recovered and returned to passengers.

TLC Web Site and Social Media

The TLC's Web site – www.nyc.gov/taxi -- is a valuable centerpiece in the agency's efforts to effectively communicate with its regulated industries. In 2012, the Web site received an estimated 76,000 visitors with over 4.5 million page views. On July 17, 2012 we launched a new website. Eighteen months in the making, the new website is a more user friendly and interactive source for licensee and customer information.

Over the past year we have grown our social media presence by adding three new social media channels (Youtube, Instagram and Tumblr) and by growing our original social media channels (Facebook and Twitter). We count our "followers" and "likes" in the thousands, and do our best to update them with new original content as often as possible.

For our efforts we have been nominated for three New York City Government social media awards, including: Best Use of Social Media for Transparency, Best Digital Engagement with Users and Best Re-Designed Agency Website. We are very proud of our agency's efforts to engage with our licensees and the general public, and look forward to finding new and interesting ways to grow our reach in 2013.

Licensing Division

Processing Volumes and Wait Time

- The Division processed approximately 142,000 applications in CY 2012 compared to 111,000 in CY 2011.
- The average wait time in the facility was 20 minutes compared to 19 minutes in CY 2011.
- Note: The LIC facility was closed for approximately six weeks due to a flood at the facility. All operations were relocated to our Woodside facility and we operated from that location for the first six weeks of CY 2012, with reduced hours of operation

For-Hire Vehicle Accountability Rules

Moving the Licensing staff back to our Long Island City facility from our Woodside facility continues to have a positive impact on the DMV inspection no-show rate. The no-show rate for vehicle inspections (Visual or DMV) continues in the 5 percent to 6 percent range per month in contrast to 42 percent no show rate we were experiencing in prior years. We continue to either fax or e-mail the confirmation forms to the base and put all schedule-related information on the website so that they can be readily accessed and confirmed by either a base or vehicle owner. We also continue the practice, started in 2010, of direct mailing appointment confirmation forms to all vehicle owners for all renewal inspections.

Compliance Monitoring

- The Compliance Unit continues its high level of work and coordinates with the Uniformed Services Bureau on a structured monitoring/summons process for several TLC rules.
- Monthly compliance runs on vehicle insurance and affiliation status, medallions in storage and "owner must drive" requirements, as well as paratransit electronic trip sheet requirements continue and we added standardized monthly Directives for Multiple VIN's, Bus Plates, Base Vehicle Affiliations, Bond Requirements, Workers Compensation and Child Support. We will be adding Directives for inspections in the beginning quarter of CY2013.

State Office of Child Support Enforcement (OCSE) and the New York State Office of the Medicaid Inspector General (OMIG)

- The exchange of electronic data with OCSE that confirms the child support case status of all new and renewing driver licensees continues. Licensees and/or applicants who are indicated as having an issue with their child support cases are flagged and are referred to OCSE for clearance letters before processing of their application continues. We have further enhanced the process by adding compliance directives to the process.
- We continue to work with OMIG on the exchange of data between the two agencies so that OMIG is aware of the entities licensed by the TLC to do business in the City and can match that data against their Medicaid reimbursement submissions.

Staten Island Office and Inspections

- As a result of Hurricane Sandy the TLC needed to relocate its Staten Island facility from its old location at 1893 Richmond Terrace to new, temporary facilities while it looks for a permanent location as a base of operations for the Agency. Thanks to the assistance and cooperation of the Staten Island Borough President, the Agency was able to re-open for business in the Staten Island Borough President's Office in Staten Island Borough Hall where we will remain until a permanent location can be identified. Once a permanent location has been identified, the Agency will begin implementing the pilot proposal for allowing vehicles affiliated with Staten Island bases to be inspected at TLC designated locations on Staten Island.

Driver Educational requirements

- The Request For Proposals (RFP) to modernize and enhance the taxicab driver education process was completed and we are in negotiations with the selected vendor.

Developing ONLINE capabilities

- The TLC began working with the Department of Information Telecommunications and Technology (DoITT) and the Mayor's Office of Business Customer Services (BCS) in 2012 on a project to enhance an existing (driver licensee only) online renewal payment system to allow: (a) all TLC licensees seeking to renew their license the ability to tender payment of their renewal fee online, (b) to allow anyone with an open balance due on a summons issued by the Agency to tender payment of that balance due over the internet, and (c) allow a prospective licensee the ability to submit the initial stages of the application over the internet for review and consideration. The first two enhancements should be completed within the first half of the year and the last enhancement during the third quarter.
- Enhancements are also being planned to offer applicants and licensees the abilities to handle web based "Change of Addresses" and self-schedule "Appointment Requests" on-line as well.

Commercial Motor Vehicle Tax (CMVT)

- The Agency has been collecting the Commercial Motor Vehicle Tax for all For-Hire Vehicles that do business in the City of New York that are not registered in New York State and plated by the NYC Taxi and Limousine Commission. This has resulted in the collection of \$1.3 million dollars during CY 2012 that had previously gone uncollected by the City. In addition, our early collection efforts for the CMVT during the medallion renewal cycle (prior to the law being changed back to DOF collecting the CMVT for medallions) yielded total payments of just slightly over \$6 million dollars.
- In addition we have been working with the Department of Finance on collecting outstanding CMVT debt owed to the City. The initial balances due to the City of New York were almost \$1.1 million dollars. That outstanding debt has now been reduced to \$185,000 and a new series of directives was issued to all medallion owners with open balances.

Owner Must Drive and Independent Medallion Driver (IMD)

- 2011 saw the creation of an IMD exception to the owner must drive requirement. Owners who are subject to the owner must drive rules now have the option, for a set payment amount and the designation of a long term driver, to eliminate the need to personally drive the medallion the number shifts required under the owner must drive rules themselves. We will be further enhancing the process in 2013 to allow the election of an IMD to continue throughout the course of the year as opposed to a filing period that begins in November and ends in December of each calendar year. The total amount collected in CY 2012 was \$1,512,500.

Uniformed Service Bureau

Field Enforcement

In calendar year 2012, The TLC’s Uniformed Service Bureau (“USB”) continued its successful undercover enforcement initiatives from 2011. “Operation Refusal,” measuring taxicab drivers’ compliance with the laws, rules, and regulations that prohibit refusal of service to the riding public under any but a select few circumstances, tested 2,193 drivers in 2012, up 13 percent from the 1,944 drivers tested in 2011.

2012 also saw a dramatic increase in poaching enforcement against “straight plates”, i.e. passenger plated vehicles caught and seized while transporting passengers within city limits without being licensed by TLC. In 2012 we seized and summonsed 2,971 New York State plated vehicles, up from 921 caught in 2011; 754 out-of-state vehicles, up from 236 caught in 2011 and, 526 Commuter Vans, up from the 161 Commuter Vans seized in 2011. The initiative, started in the second half of 2010, is an all-out enforcement action against unlicensed “straight plated” vehicles.

In sum, 5,776 vehicles were seized in 2012, up from 1,737 in 2011—an increase of 232 percent.

Included in this anti-poaching initiative are the USB airport vehicle seizure operations which increased significantly in 2012 to 91 operations, up from 32 in 2011. USB inspectors continue to partner with the Port Authority Police to observe, ticket, and seize vehicles and drivers found performing illegal activity. In 2012, the total airport summonses issued was 1,253 (including owner and driver summonses), up from 688 summonses issued in 2011. In addition, 2012 saw 607 vehicles seized, up from the 232 seized in 2011.

Overall enforcement by USB resulted in the issuance of 65,984 summonses in 2012, an increase of 33 percent from the 49,712 summonses issued in 2011.

Top Ten Enforcement Summonses in 2012 Issued by Geographic Location

NYC Administrative Code or TLC Rule Violations	License Type	Borough Precincts					Airports		Grand Total
		Manhattan	Bronx	Brooklyn	Queens	Staten Island	JFK	LGA	
19-506B Unlicensed Operation	FHV	2,248	573	2,434	1,799	52	430	398	7,934
59A-25(A)(1) Street Hails Owner	FHV	7,053	32	1	67	46			7,199
55-19(A) Street Hails Driver	FHV	6,107	29	0	60	47			6,243
19-506D Unlicensed Driver	FHV	1,884	77	196	448	6	31	32	2,674
59A-11(B)(1) Valid TLC Driver's License	FHV	1,453	55	75	199	5	1	1	1,789
54-14(E)(1) Electronic Devices	MED	1,682	3	13	48	1	1	1	1,749
55-13(A)(1) Parking violations	FHV	1,017	70	87	461	1			1,636
19-506C Unlicensed Operation	FHV	718	107	115	238	5	103	130	1,416
54-23(A)(2) Hack License Not in Frame	MED	1,114	1	9	21	0			1,145
55-11(C) Operating Unlicensed Vehicle	FHV	343	87	173	195	7	62	63	930

Administrative Enforcement

Uniformed Service Bureau uses TPEP trip sheet data as well as other data to determine when certain violations of TLC rules occur. Specifically, this data helps in determining the following violations:

- Drivers who drove yellow cabs while TLC license of said drivers were suspended;
- Owners who allowed their cab(s) to be driven by suspended drivers (also agents);
- Cabs that were driven when the medallion was suspended;
- Medallion owners who did not drive enough shifts in a calendar year to satisfy “Owner Must Drive” rules (also involved agents);
- Drivers who, without successfully completing an accessible training course, drove wheelchair accessible yellow cabs;
- Drivers who did not charge EZ-Pass rate on major NYC crossings (also involves medallion owners and agents);
- Drivers who overcharge passengers by using Rate Code 4 for in-City trips.
- Medallion owners who let their suspended medallions to be driven.
- Drivers who charge tolls on trips where no tunnel/bridge has been crossed.
- Drivers whose DMV license is no longer current but who did not turn in their TLC license.
- Medallion owners who used multiple agents in managing their medallions.
- Drivers who used “Rate Code 4” to overcharge passengers within the five Boroughs
- Drivers who refused wheelchair dispatches.

In 2012, TPEP and other data continued to allow the TLC to better enforce those of its regulations which are amenable to remote monitoring and data analysis. For example, through the use of TPEP and other data, TLC issued over 26,000 summonses and settlements for violations as varied as the failure to appropriately employ E-ZPass; failure to drive a minimum number of shifts; operating a taxicab while suspended; operating a vehicle without a valid medallion license; operating a wheelchair-accessible vehicle without the requisite training; operating a vehicle that has failed its DMV inspection, etc. (TPEP even allows the TLC to “lock out” unlicensed drivers, rendering them unable to engage the meter for taxi use.) The process of prosecuting these infractions has fundamentally changed because the cost of information collection has, in some instances, fallen to zero. This allows the TLC to better enforce its regulations with fewer resources – an example of government doing more with less.

The following chart shows the categories and the totals for each in 2012:

ADMINISTRATIVE SUMMONSES	TOTALS	STIPULATION LETTERS	TOTALS
Critical Driver-Medallion	1,153	Street Hail	0
Critical Driver-FHV	1,086	EZ Pass	736
Critical Driver-Para Transit	43	Lease Agreement	15
Critical Driver -Commuter Van	2	DMV License status	764
Persistent Violators	892	Multiple Agents for same medallion owner	354
Medallion Fail To Renew	0	Wheelchair Access Training Owner	0
Un-Affiliation Revocation	1,591	Wheelchair Access Training Driver	0
Multiple VIN	62	Owner Must Drive	632
Workers Comp	0	Suspended Medallions	138
Insurance Revocation	1,031	Total Stipulation Letters	2,639
Insurance Para Transit	244		
Insurance Van	84		
Owner Must Drive	246		
TPEP Suspensions Owner	998		
TPEP Suspensions Driver	988		
TPEP Suspensions Agent	255		
Fail To Comply With Notice (Licensing or Consumers)	1,296		
Lease Agreement	340		
EZPass	8,846		
DMV License status	93		
Multiple Agents for same medallion owner	113		
Rate Code 4 overcharge	1,936		
Toll Violations	916		
Wheelchair Dispatch Refusal	21		
Medallion Inspection	705		
Base with <10 affiliated vehicles	44		
Total Administrative Summonses	22,985		

Illegal Street-Hails

Illegal street-hails continue to be a persistent problem, especially outside of Manhattan. The agency continues to target enforcement to reduce this problem.

From January 2012 to December 2012, TLC enforcement issued an average of 886 driver summonses per month.

Unlicensed Operation

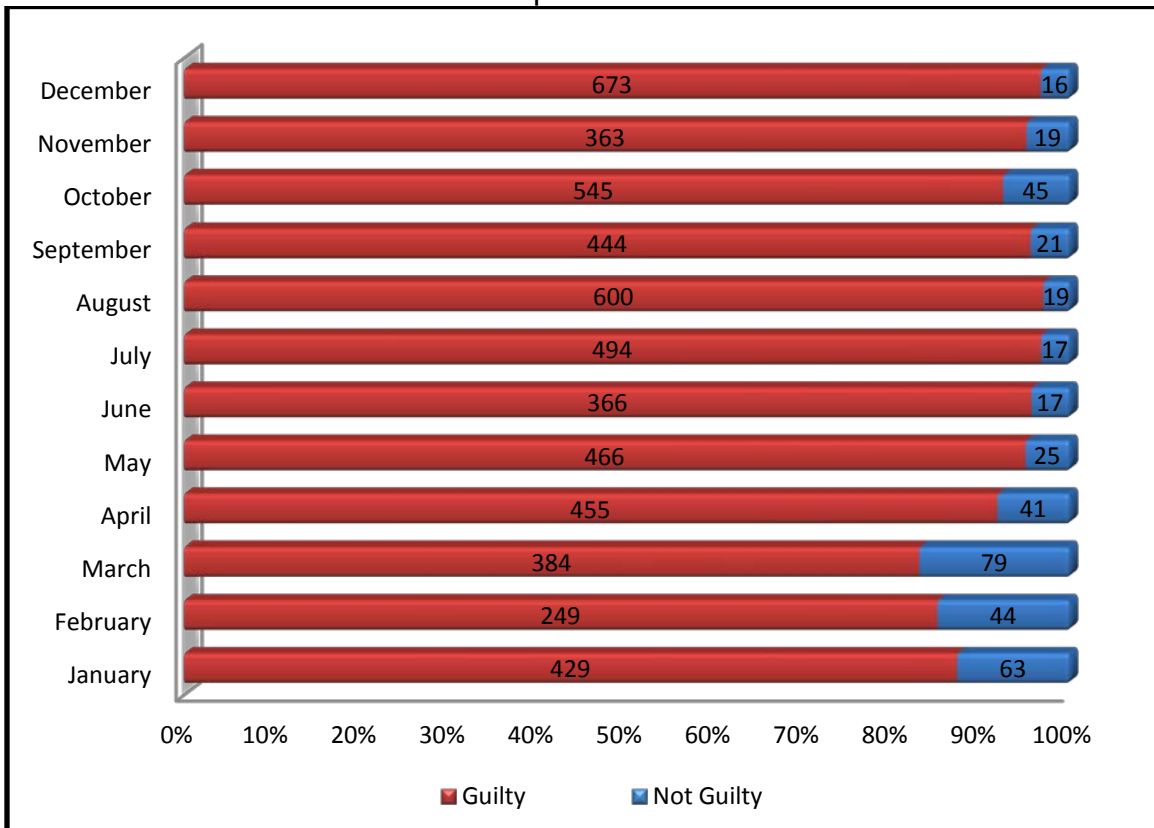
In addition to monitoring and enforcing rules for licensees, the agency also enforces against unlicensed vehicles and/or drivers operating for hire. This activity is unsafe for passengers and competes unfairly with licensed, legitimate service.

TLC enforcement issued approximately 497 summonses for unlicensed operation each month between January 2012 and December 2012.

Consumer Complaints

The Consumer Complaint Unit investigates and issues summonses based on complaints from the riding public. TLC received nearly 18,000 consumer complaints from passengers in 2012. Attorneys and law students prosecute the complaints and in the last year the unit saw an increase in the conviction rate from 60 percent in 2011 to 93 percent in 2012. The main catalyst for this increase was the introduction of a new settlement program. Starting in May of 2012, prior to the issuance of a summons, respondents are sent an offer of settlement. The offer describes the complaint from the passenger, notifies the respondent of the potential charges and offers the respondent an opportunity to plead guilty by to a reduced fine. This program has proven extremely successful. Of the 5,468 sustained violations, 2,779 were guilty pleas by settlement. This program is extremely efficient as settlement guilty pleas are done via mail without the respondent having to come to TLC and without scheduling unnecessary courtroom time. In addition, the increase in the number of drivers being held accountable for their actions and paying penalties for their misconduct is sure to have a deterrent effect as drivers paid \$981,465.00 in fines in 2012 compared with \$569,740 in 2011. Starting in September of 2012, we expanded the investigation of consumer complaints by verifying information via phone, email, and internal investigation. In the past, we verified complaints via U.S. mail only, meaning that prosecution was pursued only in those complaints in which the passenger returned a written verification by mail. Already the volume has increased from 4,566 cases prosecuted in 2011 to 5,874 in 2012. Despite the increase in volume processing times for 2012 decreased to 79 days from the time of the 311 complaint to the closing of the summons. Building on the success of the intern prosecutor program, starting in the Fall Semester of 2013, New York Law School will house the Administrative Enforcement Clinic - TLC, a year-long clinic for second and third year law students to serve as student prosecutors for the TLC. We are also offering consumers an opportunity to provide feedback on their experience in dealing with the TLC so that we can better understand the consumer experience and make improvements where necessary.

Consumer Complaints Conviction Rate



Yellow-Taxi Service Refusals

TLC rules require yellow taxis to provide passengers with a ride to any destination in the five boroughs of New York City and locations in Westchester, Nassau counties or Newark Airport. The agency has worked to raise passenger awareness and encourage reporting of service refusals.

A passenger may contact the TLC or 311 regarding a licensee-related concern but not file a formal complaint. These passenger-contacts are considered “inquiries.” The inquiring passenger then has the option to have the TLC pursue the issue further, becoming a witness to the TLC’s case, at which point the inquiry becomes a formal complaint. To better monitor how TLC efforts are affecting service refusals, the agency has recorded the number of inquiries and complaints received regarding service refusals in addition to summonses issued for refusals.

Passenger inquiries decreased in 2012. The agency received on average, 439 refusal-related inquiries each month of calendar year 2012 compared with 530 each month in 2011. Formal complaints have also decreased from an average of 469 per month in 2011 to 388 in each month of 2012.

Yellow-Taxi Overcharges

TLC rules prohibit yellow-cab drivers from charging any amount higher than the metered-fare, giving a passenger incorrect change, or requesting a tip. When this occurs, passengers are encouraged to contact 311 and file a complaint. The agency tracks both complaints from consumers and the number of summonses issued to licensees for overcharging.

In calendar year 2012, the TLC received 2,176 overcharge inquiries resulting in 1,811 complaints a decrease from 2011 which averaged 250 complaints per month. These complaints resulted in 296 settlements and 590 summonses issued for overcharge-related violations.

Safety and Emissions

In 2012, the Safety and Emissions Division (S&E) performed 51,557 medallions DMV inspections and 38,024 for hire vehicle DMV inspections. Additionally, 11,970 visual inspections of FHV's were done.

Accessible and Alternative Fuel Vehicles by Make and Model – 2012

Vehicle Make and Model	LL54 Class	Total as of 12/31/2012	Total as of 12/31/11	Total as of 12/31/10	Total as of 12/31/09
Toyota Sienna (Minivan) (Accessible)	WAV	224	207	137	99
Dodge Caravan (Minivan) (Accessible)	WAV	5	26	95	140
Ford Transit Connect (Accessible)	WAV	3	0	0	0
Vehicle Production Group MV-1 (Accessible)	WAV	1	0	0	0
Ford Freestar (Minivan) (Accessible)	WAV	0	0	1	1
Ford Escape (SUV) (Hybrid)	CA2	4,303	4,195	2,964	2,248
Toyota Camry (Hybrid)	CA1	1,510	634	448	254
Toyota Highlander (SUV) (Hybrid)	CA2	108	143	154	148
Toyota Prius (Sedan) (Hybrid)	CA1	519	318	204	68
Nissan Altima (Hybrid)	CA1	300	347	353	223
Chevrolet Malibu (Hybrid)	CA1	14	19	49	90
Lexus RX 400H (SUV) (Hybrid)	CA2	6	6	6	4
Mercury Mariner (SUV) (Hybrid)	CA2	5	6	6	6
Ford C-Max (Hybrid)	CA1	3	0	0	0
Hyundai Sonata (Hybrid)	CA1	1	0	0	0
Honda Civic (Hybrid)	CA1	0	0	1	2
Volkswagen Jetta (Diesel)	CA2	7	13	19	17
Mercedes Benz ML 350 Blue Tech (Diesel)	CA2	2	1	0	0
Mercedes Benz E 350 Blue Tech (Diesel)	CA1	1	0	0	0

Total Accessible	233
Total Hybrid	6,769
Total Diesel	10
Total CNG	3
Total Vehicles	7,015

Projects, Initiatives and Events

Taxi of Tomorrow Project

Progress continued in 2012 on the *Taxi of Tomorrow* project. In April, the NV200 taxi vehicle was unveiled to the taxicab industry and press at a special event introduced by Mayor Bloomberg and Nissan Global CEO Carlos Ghosn. The public then had the opportunity to see it for themselves at the New York Auto Show at the Javits Center.

TLC staff visited Nissan's automotive testing center in Arizona in the fall and were able to drive and evaluate a full prototype vehicle, becoming the first New Yorkers to drive and ride in the *Taxi of Tomorrow*.

The Commission passed rules in September formally approving the Nissan NV200 as the City's Official Taxi Vehicle starting October 31, 2013.

Taxicab Passenger Enhancement Program (TPEP)

Administrative Enforcement

In 2012, TPEP data continued to enable the TLC to enforce regulations which are able to be remotely monitored and analyzed, as described above under Administrative Enforcement. Using TPEP data, the TLC was also able to identify and put a stop to a new overcharging scheme whereby Taxicab Drivers attempted to charge Passengers for tolls not actually incurred during a trip.

Credit Card Usage

The availability and usability of the credit card readers in yellow taxicabs continued to give passengers a convenient payment option, and the steadily increasing number of trips paid by credit cards attests to the value of this functionality. For example, in October 2012, 50 percent of taxi trips (representing 58 percent of the total estimated daily farebox of \$6.8 million) were paid for by credit card, compared with 45 percent of taxi trips (representing 53 percent of the total fare box) a year ago.

Better Passenger Experience

In 2012, TLC passed rules to continue the in-vehicle credit card payment system in Taxicabs, including a host of improvements for Passengers. The TPEP 2.0 rules outline the process by which technology service providers that can meet minimum TLC requirements can become authorized to provide TPEP hardware, software, and services to Medallion Owners. Using an Authorized Provider approach encourages competition, and will lead to better products and services. Some key Passenger improvements in the TPEP 2.0 rules include the following:

- Providing key content in English and Spanish on the Passenger-facing monitors,
- Allowing Passengers to swipe and authorize a credit card payment during the ride,
- Allowing TPEP Providers to offer electronic receipts and splitting of fares,
- Expansion of the Passenger Route Map to cover more area for out-of-town trips,
- Preventing Rate Code 4 (out-of-town rate) from being engaged within the five boroughs,
- Improvements to the Passenger Surveys,
- Accommodations for Passengers with visual disabilities aligning with Council's Int. 599, and
- Requirements to integrate with smartphone applications to allow Passengers to pay for fares.

Public Notifications and Hurricane Sandy

TLC continued to provide notifications about areas in need of Taxicab service for key locations such as JFK Airport, the Brooklyn Cruise Terminal, and the newly opened Barclay's Center. In conjunction with the Office of Emergency Management, the TLC was able to provide up-to-the minute traffic advisories and bridge and tunnel closure notifications during Hurricane Sandy. TLC also disseminated information to Passengers about Evacuations and a Ride Sharing program during the storm via Emergency Public Service Announcements, and provided information about how to contribute to Hurricane Sandy Relief from the Mayor and the Governor via the Passenger-facing monitor in the weeks following the storm.

Dispatch Program for Wheelchair-Accessible Medallion Taxicabs

Over the past two years, the TLC has worked on establishing a dispatch program for wheelchair-accessible taxicabs. It engaged in a multi-step process to bring this program to fruition issuing a Request for Information to get feedback on best practices for a permanent dispatch program for wheelchair-accessible taxicabs from stakeholders. The TLC also issued a Request for Proposal for a permanent medallion accessible dispatch program and selected Transportation General, Inc. dba Metro Taxi as the vendor in the spring of 2012

The program was formally launched on September 14. Accessible Dispatch is a centralized service providing on-demand transportation 24/7, 365 days a year with no advance reservations necessary. It will dispatch 233 wheelchair-accessible taxis to locations within Manhattan. The taxis will respond to trips originating in Manhattan and ending anywhere in the five boroughs, Westchester and Nassau counties and the three regional airports.

There are five ways to request a wheelchair-accessible taxi. A passenger can call 311, call the dispatch center directly at (646) 599-9999, text a request to (646) 400-0789, by using the mobile app "Wheels on Wheels" (WOW), powered by Taxi Magic and available free from the iTunes app store, or order online. Passengers pay the normal metered taxi fare from point of pick-up to destination. There is no extra cost to passengers and all drivers of accessible taxis are required to participate in the program. To incentivize drivers, Accessible Dispatch will pay drivers directly for the "deadhead," or travel time, portion of their trips en route to the scheduled pick-up location.

Passengers tend to experience an average wait time of between 20 and 25 minutes for a taxi from time of dispatch. To date, there have been over 600 unique users with 591 using the program between one and ten times. We are completing approximately 30 dispatch trips today and expect those numbers to increase as more customers hear about the program. The TLC continues to work with the selected dispatch company and stakeholders to improve the program.

E-Hail Pilot Program

The Commission approved a pilot program for smartphone applications that allow passengers to "e-hail" a yellow taxi. TLC will begin accepting applications for the program after a draft Memorandum of Understanding is posted online and may accept any number of participants; the program is authorized for up to one year to begin no earlier than February 15, 2013. The program will provide insight about whether apps provide benefit to Drivers and Passengers, if drivers use them, and how other for-hire industries are affected.

Street Hail Livery

Currently very few neighborhoods outside the Manhattan Core have access to the safe, convenient, and legal street hail service yellow taxis provide in Midtown Manhattan and at the airports. To address this problem, in December 2011 Governor Cuomo signed a bill allowing the City to sell up to 18,000 "hail" permits to a new class of livery vehicle that would provide both prearranged and street hail taxi service in the boroughs outside Manhattan and in Northern Manhattan. These vehicles--which would be more commonly known as "Boro Taxis"--would have many of the features yellow taxi passengers enjoy. This includes a metered fare, rooflights to indicate availability, credit card readers, and a unique "Big Apple Green" color scheme so passengers would know that they are entering a safe, properly-licensed vehicle. At least one fifth of Boro Taxis would be fully wheelchair-accessible.

In 2012 the Taxi and Limousine Commission prepared for implementation of this legislation and was on track to issue the first "hail" permits in June 2012. Just prior to the issuance of the first "hail" permits, the New York State Supreme Court issued a temporary restraining order (TRO) to suspend implementation of the street hail livery program. The court issued this order in response to lawsuits filed by the yellow taxi industry claiming that the state law authorizing the program violates provisions of the State Constitution (specifically, the Home Rule, Double Enactment and Exclusive Privileges clauses). The case is ongoing and the Second Court of Appeals is scheduled to hear the case in spring 2013.

Fare & Lease Cap Changes

New taxicab fares took effect in September. The new fare raised the unit charge (for each 1/5 mile traveled or each 60 seconds in slowed or stopped traffic) from \$0.40 to \$0.50. The initial charge (\$2.50) and time-based surcharges were unchanged. The new fare rules also provide for a six-cent per trip driver contribution to a driver healthcare fund. This fund would be administered by a vendor selected by the TLC through a Request for Proposals and would provide drivers with disability insurance and assistance obtaining healthcare coverage.

In addition to taxicab fares, the rules passed by the Commission restructured industry lease caps (the maximum amount a medallion owner may charge a driver to use a taxi). All lease caps were increased \$10 per twelve-hour shift for credit card processing fees and the 5 percent processing pass-along was eliminated. The new lease cap rules also permit fleet operators to charge an optional \$21 gas surcharge for leases where they provide all gas used by a driver during a shift. Finally, the rules restructure lease caps for drivers who own a vehicle and lease only the medallion (Driver-Owned Vehicles or DOVs). The existing medallion-only lease cap was increased to account for increased operating costs and the rules better specify the services and charges included in this cap. Additionally, a new "all-in" lease cap was established for agents who make agreements for leasing a medallion and the purchase or long-term lease of a taxi vehicle.

After the lease cap rules were promulgated, two legal challenges were filed before the rules went into effect. The Metropolitan Taxicab Board of Trade (MTBOT) filed a lawsuit and received a temporary restraining order (TRO) from the court prohibiting the new lease cap rules from taking effect. Before the case was heard, MTBOT and TLC signed a settlement agreement and the TRO has been lifted and the new rules have taken effect. The second suit was filed by the Greater New York Taxi Association (GNYTA) and is still pending; it challenges the new taxicab decals, credit card surcharge, driver healthcare fund contribution, and rulemaking process.

Change in Roof Light Design

In response to accounts of passenger confusion stemming from the existing taxicab rooflight, on November 29, 2012 the Taxi and Limousine Commission (TLC) approved required changes to medallion taxicab roof lights. Over the course of 2013, each taxi's "off-duty" light will be eliminated in favor of a simplified system in which an illuminated medallion number on the roof light indicates "available for a hail" and a darkened medallion number roof light indicates "unavailable for a hail" (either because the driver is off-duty or because the taxi is occupied). This customer service improvement comes at very little cost to vehicle owners and will make it easier for New Yorkers and visitors alike to understand which taxis they should hail and which are not available.

Electronic Summoning and Administration Program

In June of 2012, the TLC successfully went live with the winner of this year's "Best of New York Technology" award winner for Mobile Computing. The Electronic Summoning and Administration Program (ESAP) increases officer safety by reducing the time they must spend in dangerous, confrontational situations. With ESAP TLC's field enforcement officers are supplied with hand-held summoning computers that are connected to key back-end systems via the City's secure Wi-Fi network (NYCWIn). This real-time connection enables officers to quickly call-up key information about someone they've stopped, thus replacing the time consuming need to call the radio room and wait for them to look-up the information and report it back verbally. ESAP with its ability to quickly search Criminal, DMV and TLC databases, issue summonses for almost 2,000 different rule violations and schedule appropriate court time slots for licensees who have been served, represents the City's most complex mobile summoning system to date.

While it is still too soon to perform a precise statistical trend analysis, it does appear that the number of summonses that are being dismissed at hearing is trending down. A fact attributed to ESAP's ability to eliminate illegible summonses and pre-populate critical summons information about the licensee and violation.

Hurricane Sandy Response

In preparation for Hurricane Sandy, and to lessen the adverse impact of the MTA shutdown to the public, the TLC implemented through emergency authorizations group ride sharing in yellow taxis as well as allowing liveries and other non-medallion taxis to respond to street hails. The TLC provided up-to-the minute traffic advisories and bridge and tunnel closure notifications during Hurricane Sandy, and disseminated information to Passengers about Evacuations and a Ride Sharing program during the storm via our TPEP system. The TLC exempted taxis and other for-hires from HOV3 requirements and the odd/even gas rationing program, and provided tens of thousands of gallons of free gasoline to licensees at our own facility, and worked with the National Guard to provide tens of thousands of gallons more at Floyd Bennett Field.

TLC staff based at the Office of Emergency Management's Emergency Operations Center and the Healthcare Evacuation Center directly enlisted paratransit vehicles to help evacuate nursing and home residents from Zone A and the Rockaways. Uniformed Services members provided security at Evacuation Shelters in Manhattan and Staten Island. Even as we worked to support our regulated industries, we were displaced from our own offices in the Financial District and Staten Island.

Public Service Announcements

Over the past year we developed three Public Service Announcements (PSA) to inform the general public about important policy issues and initiatives.

The first PSA, written and taped in January 2012, is an instructional video on how to take a survey in a taxi. The use of surveys in taxis is new to the TLC, and the instructional PSA has been instrumental in letting customers know that there is a readily available opportunity to provide immediate feedback.

The second PSA, written and taped in May 2012, was created in conjunction with the Port Authority, to inform customers on how to distinguish legal methods of procuring for hire vehicle transportation at regional airports from illegal methods, an issue that has plagued John F. Kennedy (JFK) and LaGuardia (LGA) Airports for years.

The third PSA, written and taped in October 2012, was created in conjunction with the Mayor's Office of People with Disabilities (MOPD), to advise customers on some of the new accessible features of the Taxi of Tomorrow, which will be on the road in October 2013, and the current accessible dispatch program, which has been providing service to wheelchair using customers since September of last year. The PSA is currently in post-production, and will start airing in yellow taxis by the end of the winter.

In 2013 we will create a number of new PSAs, with the goal of educating customers on services the TLC provides which they may not know about, like best practices for filing complaints or submitting lost property inquiries. We look forward to better serving the community through this method of information dissemination.

Sex Trafficking Awareness Training Video

To comply with Local Law 36 passed by the City Council on June 22, 2012, the Taxi and Limousine Commission created an awareness training video to help combat sex trafficking in New York City. While the vast majority of licensees have no involvement in sex trafficking, it is important for every licensee to be educated about the horrors each victim of sex trafficking experiences. The awareness video clearly states the penalties associated with being convicted of sex trafficking while using a license issued by the TLC, as well as, reinforces knowledge of the service refusal rules and regulations set forth by the TLC. Every licensee is required to view the video before they can apply or renew their TLC license.