

# TAXI AND LIMOUSINE COMMISSION

Bill Heinzen, Acting Commissioner/Chair



## WHAT WE DO

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire transportation service and ensures public safety. TLC licenses and regulates New York City's medallion (yellow) taxicabs, for-hire vehicles (app-based services, Boro Taxis, community-based liveries and luxury limousines), commuter vans, and paratransit vehicles.

## FOCUS ON EQUITY

TLC focuses on equitable service delivery through its commitments to access and safety for all New Yorkers. In January 2019, TLC implemented rules to expand accessible service in the FHV sector. In addition to being able to request wheelchair accessible service in a metered taxi from anywhere in the City, now residents and visitors can also request wheelchair accessible service from the major app-based services and from hundreds of community-based liveries and car services. This year TLC created the Office of Inclusion to raise awareness about and curb the incidence of service refusals based upon race, ethnicity, gender, sexual orientation and disability. As part of the Vision Zero initiative, TLC has strengthened enforcement of safety violations and increased its educational efforts for both drivers and passengers.

## OUR SERVICES AND GOALS

### **SERVICE 1 Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards and licensing requirements.**

- Goal 1a Increase access to for-hire transportation service.
- Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.
- Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.
- Goal 1d Provide excellent customer service to licensees.
- Goal 1e Promote excellent customer service to passengers.

## HOW WE PERFORMED

- For-hire vehicle (FHV) bases, including app-based services Uber and Lyft, are now required to provide service in wheelchair accessible vehicles. A total of 856 wheelchair accessible FHVs were available to the fleet as of October 31, 2019. In the yellow taxi fleet an additional 627 wheelchair accessible vehicles were available, an increase of 26 percent compared to the same four-month period last year. Citywide accessible dispatch service wait time decreased to just over 12 minutes during the reporting period, a nine percent decrease from Fiscal 2019.
- TLC conducted a total of 43,464 safety and emissions in the first four months of Fiscal 2020, a decrease of 1.1 percent from the same period in Fiscal 2019. The average times to conduct safety and emissions inspections were under the target of one hour for all sectors (medallions, Boro taxis, and FHVs). Failure rates for medallion and FHV inspections increased slightly due to an aging medallion fleet and fewer new cars introduced to the FHV fleet, but remained below the 35 percent target in both sectors. Boro taxi inspection failure rates were 45 percent, on par with the target.
- TLC enforcement continued its focus from Fiscal 2019, concentrating most deployment on illegal street hails and unlicensed operations and issuing more summonses for these types of violations. In the first four months of Fiscal 2020, patrol summonses issued for illegal street hails (drivers and vehicle owners) increased 33 percent from the same period in Fiscal 2019, while patrol summonses issued for unlicensed activity increased 36 percent. At the same time patrol summonses to Owners/Agents/Bases were down 15 percent, continuing a trend observed last year.
- TLC's licensing division experienced changes in application volume since the New York City Council passed legislation capping the number of FHV licenses in August 2018. This contributed directly to a drop in the number of new applications for driver licenses, which was down 66 percent in the first four months of Fiscal 2020 from the same period in Fiscal 2019. However, there was a large overall increase in TLC driver licenses issued because Fiscal 2020 includes drivers renewing their license for the first time, while for the same time period in Fiscal 2019 there were no driver license renewals as a result of the change from a two-year to a three-year license term. Due to an increase in visits made to the facility, average wait time for licensees increased five minutes from the first four months of Fiscal 2019 to 25 minutes during the same period in Fiscal 2020, which was on target. Average call wait time to the facility, however, decreased in the first four months of Fiscal 2020 from the same period in Fiscal 2019 to just over eight minutes.
- After experiencing a spike in the number of days it takes TLC to close a consumer complaint in Fiscal 2019, TLC has reduced processing time in Fiscal 2020. It took 43.4 days on average to close a case in the first four months of Fiscal 2020, which is under the target of 50 days set for this indicator. As a result of clearing through a backlog of cases, there was an increase of 66 percent in the number of complaints eligible for prosecution compared to Fiscal 2019.

# SERVICE 1 Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards and licensing requirements.

## Goal 1a Increase access to for-hire transportation service.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Active medallion taxis that are accessible	1,762	2,173	2,767	*	*	2,415	3,042
Active Boro Taxis that are accessible	426	216	169	*	*	196	148
Accessible dispatch median wait time citywide (minutes:seconds)	NA	NA	12:59	*	*	13:25	12:16
Accessible dispatch trips fulfilled as a percent of requested trips (%)	91.2%	83.9%	84.8%	*	*	82.3%	89.4%
Active medallion vehicles with hearing induction loops	2,205	2,597	2,947	*	*	2,741	3,035
Active FHV that are accessible	NA	NA	579	*	*	NA	856
★ Critical Indicator    "NA" Not Available    ⇅ Directional Target    * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Medallion safety and emissions inspections conducted	49,830	47,955	31,756	*	*	15,677	15,076
★ Medallion safety and emissions failure rate - Initial inspection (%)	28.1%	26.9%	33.6%	35.0%	35.0%	29.7%	31.2%
– Re-inspection (%)	6.6%	7.1%	6.1%	*	*	9.0%	7.1%
Medallion safety and emissions inspections completed on schedule (%)	94.0%	93.4%	54.7%	*	*	84.2%	77.5%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	69,390	72,235	84,145	*	*	23,832	25,513
★ FHV safety and emissions failure rate - Initial inspection (%)	30.3%	26.6%	28.7%	35.0%	35.0%	25.1%	31.8%
– Re-Inspection (%)	10.1%	7.9%	8.4%	*	*	8.8%	7.1%
FHV safety and emissions inspections completed on schedule (%)	96.9%	99.9%	96.8%	*	*	93.6%	99.1%
Boro Taxi safety and emissions inspections conducted	17,002	12,414	10,374	*	*	3,496	2,875
★ Boro Taxi safety and emissions failure rate - Initial inspection (%)	45.9%	41.2%	41.3%	45.0%	45.0%	41.9%	40.0%
– Re-inspection (%)	10.4%	11.8%	10.7%	*	*	12.5%	11.6%
★ Critical Indicator    "NA" Not Available    ⇅ Directional Target    * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Patrol summonses issued to drivers	34,725	33,917	43,217	*	*	12,025	15,000
Patrol summonses issued to owners/agents/bases	23,829	20,841	17,209	*	*	6,514	5,545
★ Patrol summonses issued for illegal street hails (drivers and vehicle owners)	12,813	8,588	9,694	*	*	3,101	4,112
★ Patrol summonses issued for unlicensed activity (drivers and vehicle owners)	7,955	7,346	8,352	*	*	2,476	3,358
Administrative summonses issued to drivers	9,595	12,018	13,563	*	*	1,823	3,934
Administrative summonses issued to owners/agents/bases	16,603	18,345	14,313	*	*	5,827	9,419
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	94.5%	93.0%	90.4%	*	*	92.3%	89.1%
★ Critical Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**Goal 1d** Provide excellent customer service to licensees.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
★ Average wait time at Long Island City licensing facility (hours: minutes)	0:19	0:13	0:23	0:25	0:25	0:20	0:25
TLC driver licenses issued	95,337	65,302	48,551	*	*	10,291	26,018
– New licenses issued	35,764	33,301	21,020	*	*	10,210	3,447
Average time to issue a new driver license from initial application (calendar days)	59.1	45.0	46.0	*	*	43.0	50.1
– Average agency processing time	11.8	7.8	6.6	*	*	6.1	5.7
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	0:58	1:09	0:55	1:00	1:00	1:08	0:53
★ Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	1:09	1:22	1:03	1:00	1:00	1:28	0:40
★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	1:11	1:26	1:12	1:00	1:00	1:46	0:51
★ Critical Indicator	“NA” Not Available	↕ Directional Target	* None				

**Goal 1e** Promote excellent customer service to passengers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
TLC driver complaints received	19,886	24,566	26,532	*	*	9,046	8,324
– Complaints that were eligible for prosecution	9,847	12,343	13,865	*	*	3,085	5,136
★ Average time to close a consumer complaint (calendar days): TLC driver	33.4	44.2	94.8	50.0	50.0	76.6	43.4
★ Critical Indicator	“NA” Not Available	↕ Directional Target	* None				

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Medallion vehicles	13,587	13,587	13,587	*	*	13,587	13,587
For-hire vehicles	99,928	113,222	120,954	*	*	118,363	117,783
– Boro Taxis	6,313	4,505	4,157	*	*	4,442	3,229
★ Critical Indicator	“NA” Not Available	↕ Directional Target	* None				

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Customer Experience							
E-mails responded to in 14 days (%)	99%	100%	100%	85%	85%	100%	NA
Letters responded to in 14 days (%)	88%	91%	88%	90%	90%	74%	93%
Average call wait time (minutes:seconds)	18:55	10:04	7:32	*	*	9:24	8:12
Completed customer requests for interpretation	7,247	8,238	11,158	*	*	NA	NA
CORE customer experience rating (1-100)	97	95	NA	85	85	NA	NA
★ Critical Indicator	“NA” Not Available	↕ Directional Target	* None				

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	94%	96%	71%	90%	90%	86%	9%
Percent meeting time to first action - Lost Property (7 days)	72%	100%	96%	90%	90%	100%	97%
Percent meeting time to first action - Miscellaneous Comments (14 days)	96%	100%	100%	60%	60%	100%	NA
Percent meeting time to first action - Request for Information (14 days)	94%	100%	100%	60%	60%	100%	NA
Percent meeting time to first action - Taxi Complaint (14 days)	94%	96%	75%	90%	90%	88%	5%
★ Critical Indicator	“NA” Not Available	↕ Directional Target	* None				

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2019 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY17	FY18	FY19	FY20	FY201	FY211	FY19	FY20
Expenditures (\$000,000) <sup>2</sup>	\$45.8	\$45.7	\$47.9	\$53.2	\$54.1	\$54.3	\$18.4	\$19.9
Revenues (\$000,000)	\$100.7	\$82.9	\$79.5	\$61.6	\$61.6	\$58.0	\$30.6	\$26.6
Personnel	585	584	625	670	652	653	611	605
Overtime paid (\$000)	\$1,079	\$1,171	\$1,521	\$1,213	\$1,213	\$807	\$409	\$454

## SPENDING AND BUDGET INFORMATION

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

Unit of Appropriation	Expenditures FY19 <sup>1</sup> (\$000,000)	January 2020 Financial Plan FY20 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$37.5	\$39.8	All
002 - Other Than Personal Services	\$10.4	\$14.3	All
Agency Total	\$47.9	\$54.1	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds.

<sup>2</sup>Includes all funds.

<sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \*None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The data for 'E-mails responded to in 14 days (%)' is currently unavailable.
- The data for 'Percent meeting time to first action—Miscellaneous Comments (14 days)' is currently unavailable.
- The data for 'Percent meeting time to first action—Request for Information (14 days)' is currently unavailable.

## ADDITIONAL RESOURCES

For additional information go to:

- Industry Reports:  
<https://www1.nyc.gov/site/tlc/about/industry-reports.page>

For more information on the agency, please visit: [www.nyc.gov/tlc](http://www.nyc.gov/tlc).