

New York City Taxi and Limousine Commission 2014 Annual Report



Welcome

Dear Friends:

Welcome to the New York City Taxi and Limousine Commission's (TLC) 2014 Annual Report. The TLC is responsible for ensuring the safety of taxi and for-hire transportation by regulating over 130,000 licensed drivers and 74,000 vehicles. Building on the accomplishments of previous years, the TLC continued providing high quality core services to the public and its licensees, as well as fulfilling its mission, as articulated in its web site at: <http://www.nyc.gov/html/tlc/html/about/mission.shtml>.

This year, the TLC has continued its work to enhance transportation options for all New Yorkers and visitors, including persons with disabilities who use wheelchairs. With guidance and feedback from disability advocates and the Mayor's Office for People with Disabilities, the TLC created the Disability Access Plan (DAP) to improve access to taxi and for-hire transportation service. The DAP was then submitted to the New York City Council for its review, and subsequently approved by the New York State Department of Transportation on August 11, 2014.

Mayor de Blasio's Vision Zero Plan was also a top priority for the Commission. We are pleased to report that we have made great progress in meeting the program's stated goals. In 2014, the Commissioners adopted numerous rules designed to reduce traffic fatalities in New York City, including rules that codified three major Vision Zero-related bills signed into law by Mayor de Blasio in June 2014. The Vision Zero-related rules increased TLC's ability to remove unsafe TLC-licensed drivers from the street quickly, while also promoting the safety of passengers, pedestrians, bicyclists, and other motorists.

Another aspect of the TLC's Vision Zero Action Plan was to recognize the safest taxi and for-hire vehicle drivers on the road by creating a Vision Zero Driver Safety Honor Roll. This first-ever annual Honor Roll recognized 295 drivers who have not been involved in a crash resulting in an injury nor had any traffic violations in the last five years.

The TLC has also made strides in the area of on-street safety by establishing a dedicated squad of enforcement officers who are trained to summons TLC licensees for speeding while driving in a TLC-licensed vehicle. These officers are equipped with LIDAR (Light Detection and Ranging) technology, a more advanced form of radar detection. TLC officers will update their training on this technology on an ongoing basis.

From electronic hailing in yellow taxis to smartphone dispatch apps in For-Hire Vehicles (FHVs), we also continued to see more app-based transportation providers interested in participating in the New York City market. Any app company that wants to provide service in NYC must work with TLC licensees to follow all TLC Rules that pertain to vehicles and drivers. These services provide more choices for the riding public, and help connect drivers and customers.

Another priority for 2014 was improving efficiency at our licensing facility in Long Island City, Queens, as the number of applications received and processed continues to grow. During this past year, the TLC increased the number of transactions that could be processed online through the License Application Renewal and Summons web program (LARs) in order to save licensees the trip from coming into our offices. We will also increase efficiencies by introducing bar codes to track applications, sending text message notifications to applicants about missing documents, and rewriting

application documents in plain language so they are easier to understand. These initiatives will make the application and renewal process easier for our licensees.

I urge those who have read this far to continue reading and learn even more about the achievements the TLC accomplished this past year. Many new initiatives were started and many old ones continued.

Sincerely,

Meera Joshi
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 with whom we enjoy working 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 and enforcement functions, as well as functions associated with the adjudication of licensee rule violations. Members of the Commission are appointed by the Mayor of the City of New York, with the advice and consent of the City Council, each 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.

Meera Joshi

Appointed by Mayor Bill de Blasio and confirmed unanimously by the New York City Council, Commissioner Joshi started serving the Taxi and Limousine Commission in this capacity in April 2014. Prior to becoming Commissioner/Chair of the TLC, Meera Joshi served the agency as its Deputy Commissioner of Legal Affairs and General Counsel. Commissioner Joshi's term expires on January 31, 2017.

Elias Arout

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's term 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 Mayor Michael R. Bloomberg to serve on the TLC's Board in 2011. Commissioner DeArcy is a partner in Morrison & Foerster's Litigation group, focusing on complex commercial litigation representing Fortune 500 companies. She served our country as a member of the United States Air Force. Commissioner DeArcy's term will expire on January 31, 2019.

Edward Gonzales

Appointed in September 2005 by Mayor Michael R. Bloomberg, Commissioner Edward Gonzales is a mortgage specialist with Citigroup. Commissioner Gonzales's term will expire on January 31, 2019.

Nora Constance Marino

Appointed by the Mayor on the recommendation of the Queens delegation to the New York City Council in 2011, Commissioner Marino is a former JAG Officer in the United States Army Reserve and maintains 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. Her term expires on January 31, 2015.

Jacques Jiha

Commissioner Jiha was nominated by the Mayor de Blasio to the TLC's Board of Commissioners and subsequently confirmed by the New York City Council on August 21, 2014. Commissioner Jiha was also appointed Commissioner of the New York City Department of Finance by Mayor de Blasio on April 8, 2014. Prior to becoming Finance Commissioner, Mr. Jiha was the Executive Vice President/ Chief Operating Officer and Chief Financial Officer of Earl G. Graves, Ltd., a multi-media company with properties in print, digital media, television, events and the internet. Commissioner Jiha's term expires on January 31, 2017.

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 delivers presentations on new and proposed policies, legislation, pilot programs and regulatory modifications. As a result of TLC rulemaking in 2014, 10 new rules have been promulgated and gone into effect. (See chart below.)

Rulemaking Actions – 2014

Commission Meeting Vote	Subject	Status
April 30, 2014	Accessibility Rules ¹	Effective July 7, 2014
May 15, 2014	Credit Card Surcharge	Effective June 22, 2014
June 19, 2014	Taxi School Exemption	Effective August 1, 2014
August 7, 2014	Adjudication Rule Amendments	Effective September 21, 2014
	Accessibility Fee Payment ²	Effective September 18, 2014
September 18, 2014	Vision Zero Vehicle Markings	Effective October 26, 2014
	SHL Marking Sticker	Effective October 29, 2014
October 16, 2014	Vision Zero Rules	Effective November 26, 2014
	Improvement Fund Collection Rules	Effective November 23, 2014
November 20, 2014	FHV Dispatch Rules	Effective December 31, 2014

Some Regulatory Highlights

Vision Zero

Implementing the Mayor's Vision Zero goals has been a priority for the TLC. In 2014, the TLC Commissioners adopted numerous rules designed to reduce traffic fatalities in New York City. These rules increased TLC's ability to remove unsafe TLC-licensed drivers from the street quickly, while also promoting the safety of passengers, pedestrians, bicyclists, and other motorists. Specifically, TLC will now summarily suspend the license of any driver summonsed or charged with a traffic violation or crime following a crash in which a person has suffered a critical injury or death and, if the driver is convicted of the traffic violation or crime, the TLC driver's license will be revoked. Additionally, TLC will review the fitness of any driver involved in a crash resulting in death or critical injury separate and apart from any crash investigation conducted by the police. TLC will also now combine penalty points assessed against a driver's DMV license with penalty points relating to traffic safety assessed against the driver's TLC license in determining when a TLC-issued driver's license must be suspended or revoked. Finally, beginning on January 24, 2015, all TLC-licensed vehicles must display a safety

¹ Please see page eight for more information about the accessibility rules.

² The Commission adopted new rules to transfer the Taxi Accessibility Fee collection administration from the Accessible Dispatch vendor to the TLC.

sticker reminding drivers to be cautious when operating the vehicle and particularly when making turns.

For-Hire Vehicle (FHV) Dispatch Rules

One major rule making initiative followed from the increased occurrence of FHV bases dispatching vehicles, including vehicles affiliated with other bases, using smartphone applications. While not prohibited by TLC Rules, this practice of dispatching a vehicle affiliated with another base, including vehicles affiliated with bases of differing license types, brought to light several problems not previously addressed in TLC Rules. Primarily, when a base dispatches another base's vehicle without that base's knowledge, in some cases there is no way for the TLC to identify the driver of that vehicle. In order to carry out the agency's important safety and regulatory goals, the TLC needs to be able to ascertain the driver of each trip dispatched by an FHV base. Additionally, TLC Rules did not adequately specify what information must be given to a passenger when a base dispatches a vehicle from a different base. Finally, bases dispatching vehicles from bases of differing license types eroded important regulatory class distinctions. To address these problems, the TLC passed rules on November 20, 2014, which require all FHV bases to regularly submit trip records to the TLC and will also require bases to provide to passengers the dispatch base license number and the license of the base with which the dispatch vehicle is affiliated. The new rules prohibit bases from dispatching vehicles from a different license class as well (e.g., a livery base may only dispatch vehicles affiliated with other livery bases). The TLC plans to begin trip record collection in the spring of 2015.

Accessibility

Ensuring that for-hire service is accessible to all New Yorkers has been and will remain an important goal of the TLC. In 2014, the TLC Commissioners adopted rules that will result in a 50% accessible taxicab fleet by 2020. To assist taxicab and Street Hail Livery (SHL), also known as green cabs, owners with the costs conversion to a more accessible fleet, the TLC established two funds, the Taxicab Improvement Fund and the SHL Improvement Fund. To finance these funds, the TLC imposed a \$0.30 per ride Improvement Surcharge on all taxicab and SHL trips. A portion of this \$0.30 surcharge will be reserved for drivers to help compensate for costs associated with accessibility, such as additional training and costs related to driving accessible vehicles. The remainder of the funds will be used to help medallion owners and SHL owners purchase accessible vehicles and help cover the increased maintenance costs.

Scope of Regulated Industries

The Taxi & Limousine Commission is responsible for the licensing and regulation of for-hire transportation in New York City. The TLC regulates a variety of industry types that each include drivers, vehicles, businesses and other related entities.

There are 13,635 medallion taxicabs currently authorized to accept hails from passengers within the five boroughs of the City of New York. Approximately 58,000 other vehicles serve the public through 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. 2014 was the second year TLC issued a new type of permit known as the Street Hail Livery (SHL) permit, which allows green cabs to legally provide street hail service in areas traditionally underserved by yellow taxis. TLC also licenses and regulates paratransit vehicles (ambulettes) and commuter vans that are authorized to transport passengers within specific geographic zones via pre-arrangement. TLC-licensed vehicles are an essential part of the comprehensive transportation network of New York City. It is estimated that these vehicles transport over 1.5 million passengers each day. In addition, 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 also regulates vendors that have been approved to provide the TPEP and LPEP technology systems found in yellow taxis and green taxis.

The TLC oversees the sale of medallions at auction or through a transfer of ownership. During 2014 the Commission auctioned 32 corporate minifleet wheelchair accessible medallions. The highest winning bid was \$1,210,250 and the lowest winning bid was \$1,100,056. The TLC also auctioned 168 independent wheelchair accessible medallions with the highest winning bid being \$925,579 and the lowest winning bid being \$800,000.

Two-hundred and eighty-four (284) Street Hail Livery permit transfers occurred in 2014, of which 138 were transfers between unrelated buyers and sellers (rather than related parties, such as those transferring from an Individual-owned permit, to a Corporation). Of the 138 transfers, the average

By The Numbers – Calendar Year 2014	
Active Licenses	214,911
<i>(as of December 31,2014)</i>	
Numbers	
Drivers	
Medallion Drivers	53,801
For-Hire Vehicle Drivers	75,517
Paratransit Drivers	2,612
Commuter Van Drivers	289
Total Driver Licenses	132,219
Vehicles	
For-Hire Vehicles	58,295
Paratransit	1,716
Commuter Van	534
Total Vehicle Licenses	60,545
Medallion	
Medallion	13,635
Stand by Vehicle	136
Total Medallion Licenses	13,771
Businesses	
Taxicab Brokers	27
Medallion Agents	65
Taxicab Meter Shops	33
Taxicab Meter Manufacturers	3
TPEP	2
LPEP	2
Total Business Licenses	132
Bases	
Black Car Bases	172
Community Car Services	507
Luxury Limousine Bases	204
Commuter Van Authorizations	48
Paratransit Bases	154
Total Base Licenses	1,085
Street Hail Livery Permits	7,159

price for a non-wheelchair accessible vehicle was just under \$3,000 and for a wheelchair accessible vehicle the average price was just under \$2,400.

Two-hundred and eighty-four (284) Street Hail Livery permit transfers occurred in 2014, of which 138 were transfers between unrelated buyers and sellers (rather than related parties, such as those transferring from an Individual-owned permit, to a Corporation). Of the 138 transfers, the average price for a non-wheelchair accessible vehicle was just under \$3,000 and for a wheelchair accessible vehicle the average price was just under \$2,400.

Projects, Initiatives and Events

Vision Zero

In February 2014, Mayor de Blasio released the Vision Zero Action Plan, which identified TLC, the Department of Transportation, and the Police Department as the three lead agencies in a citywide effort to end traffic-related deaths in New York City by 2024. The 120,000 drivers TLC licenses represent a highly visible component of the city's traffic, and in many ways, set the tone for driving in the City. TLC's approach to pursuing the Vision Zero goal consists of initiatives ranging from education and outreach to legislation and enforcement. TLC Vision Zero initiatives in 2014 included:

Outreach. Taxi fleets, for-hire vehicle bases, and industry associations across the city have been visited by the TLC to discuss Vision Zero and traffic safety. At the end of the discussion, drivers sign the TLC Safe Driver Pledge. To date, TLC conducted 41 Vision Zero outreach meetings with bases, fleets, and industry associations. All TLC-licensed drivers are also receiving “10 Tips for Safe Drivers” in the mail, which reminds them of the importance of obeying the speed limit and “driving like their families live here.”

In addition, TLC added markings on the 70,000 vehicles TLC licenses to reflect New York City's focus on safety. All TLC-licensed vehicles will now have driver-facing “Turning? People are Crossing?” stickers to serve as a constant reminder to exercise particular caution when making turns.



TLC has been distributing free “LOOK for Cyclists” stickers at its Woodside Safety and Emissions Facility. These stickers are placed inside the passenger door to remind passengers to be cautious when exiting the vehicle. TLC has also been distributing free “Your Choices Matter” bumper stickers to TLC licensees to support the NYC Department of Transportation's campaign to encourage all drivers to make safe choices behind the wheel.



Education. TLC has updated its taxi school curriculum to include new Vision Zero content on topics ranging from the top driver behaviors associated with crashes to tips for safely navigating the city's new street designs. TLC also created a public service announcement to remind passengers that one of the most important things they can do to keep themselves safe is to buckle up.

Driver Honor Roll. TLC introduced the first ever TLC Safety Honor Roll recognizing 295 taxi and for-hire vehicle drivers who have, over five years or more, not had a single crash involving injury, a single

traffic violation, or a single violation of TLC safety-related rules. Officials including Mayor de Blasio honored this elite group of drivers at a ceremony with their families on September 8th. TLC hopes that the ranks of the Safety Honor Roll grow in coming years and that honorees will become leaders in promoting a culture of safety in New York City.

Facts about 2014 Safety Honor Roll Drivers

- TLC Safety Honor Roll drivers have had no crashes involving injury, no traffic violations, and no violations of TLC safety-related rules for five or more years as TLC-licensed drivers.
- 295 drivers are on the 2014 TLC Safety Honor Roll.
- 178 TLC Safety Honor Roll drivers drive yellow taxis.
- 110 TLC Safety Honor Roll drivers drive black cars or livery cars.
- 4 TLC Safety Honor Roll drivers drive yellow taxis and black cars or livery cars.
- 3 TLC Safety Honor Roll drivers drive commuter vans.
- 18 of these drivers drive Boro Taxis.
- The average honor roll driver has held a TLC license for 13 years.

Enforcement. One approach TLC has taken to deter dangerous driving behavior has been using more boots-on-the-ground enforcement. TLC has created a new TLC Safety Squad, which is equipped with LIDAR speed detection guns, that is dedicated to enforcement against unsafe driving behaviors such as speeding, distracted driving, and failure to yield to pedestrians. Legislative initiatives are also strengthening TLC enforcement. TLC adopted rules implementing City Council legislation that ensures the TLC is notified when a TLC-licensed driver is involved in a serious crash and that the agency takes appropriate steps to evaluate whether the driver is fit to keep his or her license and, if appropriate, seeks to suspend or revoke the license.

Vehicle Safety Technology Pilot

As part of the Vision Zero Action Plan, TLC committed to test in-vehicle safety technologies, such as electronic data recorders (sometimes called “black boxes”), driver alerting systems, and speed governors. The TLC Board of Commissioners approved the Vehicle Safety Technology Pilot on June 19, 2014. The pilot will test these types of technologies in TLC-licensed vehicles for up to a year to evaluate their usefulness in identifying and preventing unsafe driving behaviors among TLC-licensed drivers. The pilot will begin once the first applicant has been approved by the TLC. No limit has been set on the number of possible providers or technology solutions that may be tested in TLC vehicles; however, applicants must be able to demonstrate a working system that aims to improve driver safety and must recruit TLC-licensed owners and drivers to participate using their solution.

Once the pilot has begun, TLC will report to the Board of Commissioners on the progress of the pilot at four months and eight months, with a final report at the completion of the pilot. For the reports, TLC will evaluate how the technologies affect collision rates and driving behaviors (speeding, aggressive driving, hard braking, etc.) of drivers. TLC will also report on how the technologies impact expenses for owners, drivers, and management companies. Finally, TLC will solicit information on the experiences licensees and passengers have with such technologies.

TLC is looking forward to testing these technologies in 2015 to fully understand how they might help the City achieve its Vision Zero goals.

Disabled Accessibility Plan (DAP)

For several years TLC has been working to bring about meaningful access to taxis and for-hire vehicles for all New Yorkers and visitors, including those who use wheelchairs. The HAIL Act, which authorized the Street Hail Livery (also known as “Boro Taxi” or “green cab”) program, required TLC to

submit to NYC Council and to the NYS Department of Transportation (NYS DOT) a plan outlining how the City would achieve this goal.

In collaboration with disability advocates and the Mayor's Office for People with Disabilities, TLC crafted a Disabled Accessibility Plan (DAP)—approved by NYS DOT on August 11, 2014—that establishes the framework for growing the fleet of accessible TLC-licensed vehicles and ensuring that they are reachable by those who need them. The plan describes:

- A path, already codified in TLC rules, towards a yellow taxi fleet in which at least 50% of vehicles are accessible to persons who use wheelchairs by 2020.
- TLC's commitment to expanding the accessible share of the Boro Taxi fleet beyond the 20% required by the HAIL Law. Twenty percent of the first 6,000 Boro Taxi permits issued must be used with accessible vehicles, and by 2024 45% of the second 6,000-permit issuance will have an accessibility requirement. The third issuance will be sold with accessibility requirements such that over time the fleet achieves 50% accessibility.
- TLC's commitment to creating a centralized citywide accessible dispatch program, which will build on the success of the existing Manhattan accessible dispatch program, to send New Yorkers anywhere in the city an accessible yellow or green taxi.

Once implemented, the plan will bring about a fleet of more than 16,900 accessible vehicles operating for hire in New York City, making it one of the largest fleets of accessible taxis in the world. Approval of the DAP also gave the City the authority to sell an additional 1,600 accessible yellow taxi medallions.

Medallion Auction

In 2014, the TLC held two public medallion auctions, both taking place at the Borough of Manhattan Community College's Tribeca Performing Arts Center. The first auction, held on February 26, 2014, auctioned 168 independent accessible medallions. The second auction, held on March 25, 2014, auctioned 32 corporate minifleet wheelchair accessible medallions that were sold in lots of two. Bids were accepted for a minimum upset price of \$650,000 for independent medallions and a minimum upset price of \$1,700,000 for a pair of two corporate minifleet medallions.

Street Hail Liveries

In August 2014, TLC began the second issuance of SHL permits. To help ensure that our licensees and the public were educated about this new form of service, the External Affairs Division (EA) hosted five Information Sessions in preparation for the second issuance. As of January 2015, TLC has issued 1,225 of the second issuance permits, and there were 6,177 SHLs in operation each providing approximately 11 street hail trips per day. Since the service launched, SHLs provided over 15,000,000 legal street hail trips to the riding public of New York City. The average fare for a trip in an SHL is \$13.55 (not including tip). Of the total 12,000 SHL permits, many are restricted to be used exclusively with wheelchair accessible vehicles only. Wheelchair accessible permit holders are eligible to apply for a grant of up to \$15,000 to help with the additional costs of purchasing a wheelchair accessible vehicle. So far, over 700 grants have been awarded with many grant applications under review.

Commuter Van Decal Pilot

In August 2014 the TLC Board of Commissioners unanimously voted in favor of a Commuter Van Pilot Program. Similar to the "T" found on Medallion taxicabs and Boro Taxicabs, the pilot will test a similar marking for commuter vans. The goal of the pilot is to help passengers easily identify legal commuter vans. The Commuter Van Decal Pilot requires the decal to be installed on both front doors,

and pilot participants will also have the option to include the decal on the rear door. Only licensed commuter van vehicles may participate in this pilot, and participation in the Commuter Van Decal Pilot is optional. Presently, 17 commuter van authorities and over 175 commuter van vehicles have signed up to participate in the pilot. Outreach events include meetings with commuter van authorities and representatives from NYPD, as well as public meetings at Community Boards and NYPD Precinct Community Councils.



Taxi of Tomorrow Project

The first Taxi of Tomorrow (the Nissan NV200 Taxi) began providing service on October 28, 2013. At the end of 2014 there were 560 Nissan NV200 Taxis providing service. Beginning April 20, 2015, medallion owners will purchase either the Nissan NV200 Taxi or a TLC-approved Wheelchair-Accessible Vehicle or Hybrid Vehicle, replacing TLC's previous list of approved taxicabs. Beginning December 2014, the NV200 Taxi is also available as a fully-ADA compliant wheelchair-accessible vehicle.

Taxicab Passenger Enhancement Program (TPEP)

Credit Card Usage. The availability and usability of the credit card readers in yellow and green 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 2014, 59 percent of taxi trips (representing 66 percent of the total estimated daily farebox) were paid for by credit card, compared with 56 percent of taxi trips (representing 63 percent of the total fare box) a year ago. TPEP and LPEP Providers also released a mobile payment option, allowing passengers to store a credit card securely on their smartphone in order to complete fare payment.

Improvement Surcharge. On April 30, 2014, TLC adopted rules requiring a \$0.30 per ride surcharge on all hail trips to be collected beginning January 1, 2015. TLC worked with TPEP and LPEP vendors to update all TPEP and LPEP systems and implement the surcharge collection by the end of the year. The funds will be used to increase the number of wheelchair accessible taxis and SHLs on the road in New York City and offset operating costs for drivers operating these wheelchair accessible vehicles.

Public Notifications. 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 Barclays Center. TLC also provided notifications about road closures due to traffic, weather, and special events, and coordinated with other organizations and agencies to disseminate relevant information about important programs such as AMBER alerts, and missing persons. As part of the Mayor's Vision Zero Action Plan, in 2014 the TLC introduced street safety PSAs on Taxi TV and used driver information monitors to send twice daily safety reminders to taxi drivers.

E-Hail Pilot Program

In 2012, the Commission approved a pilot program for smartphone applications that allow passengers to “E-Hail” a yellow taxi, which officially launched in 2013. Two more applicants were approved in 2014, bringing the total of approved participants to five. On May 15, 2014 the Commission voted to extend the pilot for an additional year, and in December TLC proposed E-Hail rules to make the program permanent, which were then passed at a public hearing on January 29, 2015.

TLC continues to analyze data on E-Hail usage and TLC licensees to evaluate the impact of E-Hailing on passenger service and safety and on the FHV industry. Quarterly reports on those findings show that E-Hail apps do help passengers find taxis in certain lower-trafficked areas. Over 600,000 E-Hailed rides were serviced during the pilot’s first year, and E-Hail seems to be most effective in areas of the city that are typically underserved by yellow taxis. Whereas, 90 percent of all taxi pickups take place in Manhattan below 110th Street, the majority of E-Hails (66 percent) take place in either Manhattan above 110th Street or the other boroughs – areas that historically have not seen a lot of yellow taxi service.

For-Hire Vehicle Trip Sheet Collection

While that data is readily available for metered cabs, it is not available for non-metered or for-hire vehicles (FHV). With changes in the way FHV do business and initiatives like the Mayor’s Vision Zero initiative, it quickly became clear that the TLC would have to begin collecting trip sheet data from FHV. However, FHV lack the in-vehicle trip recording equipment that metered vehicles have and the TLC had to therefore find a way of collecting that data in a manner that would not place an undue burden on FHV owners and bases.

In November 2014, TLC passed rules to require FHV bases to begin submitting trip records electronically in calendar year 2015. TLC will engage with stakeholders and conduct outreach to educate FHV bases on the new requirements.

Electronic Summoning and Administration Program

The Electronic Summoning and Administration Program (ESAP) – now in its second year – continued to gain important new functionality as well as acknowledgement from the mobile technical community. Specifically, 2014 was a year in which:

- The TLC started routing Vehicle Inspection summoning through ESAP, thereby eliminating the need for the manual data entry that those summonses previously required. By eliminating the need for manual data entry, this enhancement saves valuable resource time and eliminates costly errors.
- The TLC started piloting the real time transmission of licensee data to the hand held summoning units via secure private cellular network connections. This approach has shown to make field enforcement more efficient. At the end of the year, pilot feedback was quite good, and the size of the pilot was therefore increased and extended through February.
- ESAP was featured in STATECH Magazine for its ability to streamline field summoning.

OpenData Mine

In 2013 the TLC’s MIS Division successfully migrated the following lists to the New York City OpenData mine:

- Valid Medallion Drivers;

- Medallion Driver Status Change Log;
- Medallion Drivers – Passenger Assistance Trained;
- Valid Taxi Medallions; and
- Inactive Taxi Medallions.

In 2014 the TLC increased its OpenData mine presence by adding the following lists or features:

- Street Hail Livery Drivers;
- Street Hail Livery Vehicles;
- An interactive map that enables the public to locate, by neighborhood, For-Hire and SHL vehicle bases with either accessible or non-accessible vehicles or both; and
- Information allowing the public to contact drivers of vehicles for the purpose of tracking down lost property.

Healthcare and Disability Insurance Services for Medallion Taxicab Drivers Request for Proposal (RFP)

In July 2012, the TLC approved a 17 percent fare increase for taxi drivers and, alongside this fare increase, authorized the collection of a \$0.06 per trip fee from taxi drivers to fund a taxi driver disability and healthcare navigation services entity. In late 2013 and early 2014, three separate proceedings were brought against the City and TLC in NYS Supreme Court requesting an annulment of the rules regarding the disability and healthcare fee and seeking to invalidate the selection of the entity to provide the services. All three matters were consolidated and the Court issued a decision on April 8, 2014, striking down the rules on the grounds that they were arbitrary and capricious and violated the Separation of Powers Doctrine. TLC discontinued the collection of the fee at that time and the City is appealing the lower court decision. A decision on the appeal is expected sometime in mid- to late-2015.

Accessible Dispatch

Accessible Dispatch is a centralized service that enables customers with wheelchairs to request a taxicab for a pick-up anywhere in Manhattan. Customers may contact 311, use a smartphone app, or call the dispatcher directly to request an accessible taxi. Customers pay the metered taxi fare and there is no additional charge for the service.

Today, taxis arrive at the customer's pickup location less than 15 minutes on average after the customer makes the request. In November 2014, the program completed an average of 144 trips per day and over 1,000 trips that month. In May 2014, the Accessible Dispatch program reached a milestone of 50,000 total completed trips – an accomplishment that was publicized in local press and social media.

The TLC continues to work to improve the quality and service of the Accessible Dispatch program by responding to passenger and driver feedback. TLC also worked with the program vendor, Metro Taxi, to improve marketing and outreach of the program which included a radio advertising campaign running on CBS Radio in winter 2014-2015.

Electric Vehicle Pilot Program

In October 2011, the TLC approved a pilot program to test all-electric Nissan LEAF vehicles as NYC taxis. The program tests these vehicles in a real-world setting to learn what it would take to have a taxi fleet with a larger share of electric vehicles. Electric vehicles (EVs) provide an exciting opportunity to "green" the taxi fleet because they run entirely on electricity and produce lower

emissions than gas-powered vehicles; however, EVs also require behavioral changes on the part of the taxi industry (e.g., charging the vehicle battery instead of filling up the gas tank).

Since the pilot program's official launch in April 2013, five different participants have signed up and put the EV technology to test. One participant, who started the pilot in June 2013, completed a full year of participation in June 2014, amassing more than 30,000 miles and serving 5,377 passengers. A second participant started in March of 2014 and has been participating ever since. He will be ending his pilot participation in March 2015 once he hits the one year mark. Three participants have left the pilot short of one year for various reasons. Once the pilot officially concludes in 2015, the Commission will aggregate all of the data collected by the participants and formalize the findings in a comprehensive report.

Public Service Announcement (PSA) Production

The TLC worked in conjunction with New York City Mayor's Office of Media and Entertainment to develop two PSAs in 2014, one of which was released in October 2014. The Buckle-up PSA was released to the public on October 7 and was a reminder that passenger of all ages should always wear their seatbelt while traveling in a taxi. The second PSA, which will be released in 2015, which will focus on educating the public that a taxi driver is not allowed to refuse you service based on your destination, age, race, gender, ethnicity, or disability.

Local Laws Passed in 2014

During the 2014 New York City Council legislative session, there were five Local Laws that passed which relate to the Taxi and Limousine Commission.

Local Law 27 - "Cooper's Law"

- The TLC will summarily suspend a TLC-licensed driver who is summonsed or charged with a traffic violation or crime following a crash in which a person has suffered a critical injury or death. If the driver is convicted of the summons or crime related to the crash, the TLC will revoke the driver's license.

Local Law 28

- Requires the TLC to review the fitness of a driver involved in a crash resulting in a critical injury or death.

Local Law 30

- Amends the New York City Administrative Code to allow the TLC to combine penalty points assessed against a driver's DMV license with safety related points assessed against the driver's TLC license in determining when a driver's TLC license should be suspended or revoked.

Local Law 31

- Requires the TLC to report the number of crashes involving a TLC-licensed vehicle and whether there was a critical injury or death as a result of the crash.

Local Law 55 – Taxi & Livery Driver Protection Act

- All taxicabs and for-hire vehicles (except black cars and luxury limousines) must post a sign stating: "Attention: Assaulting a Driver is Punishable by Up to Twenty-Five Years in Prison" to warn the public of penalties for assaulting a driver.

Agency Overview and Performance

Agency Budget and Headcount

The TLC's Fiscal Year (FY) 2014 operated on a modified budget of \$48,856,791 (\$29,704,335 for Personal Services and \$19,152,456 for Other than Personal Services). The TLC had an authorized headcount of 598 for FY 2014. The FY15 budget is \$76,771,000 (\$36,083,000 for Personal Services and \$40,688,000 for Other than Personal Services) with an authorized headcount of 668.

TLC Web Site and Social Media

Following a successful launch of our newly-revamped website in 2012, the TLC has continued to work to make our site more interactive and informative for both our licensees and passengers. In 2014, our website saw more than 6 million page views, or about 16,600 views per day.

Our website is used on an ongoing basis to support and promote new initiatives with important information for those interested parties. This year we made major updates to our e-hail application page, letting passengers and drivers know the ins and outs of how e-hailing in New York City works. We also significantly advanced our efforts to update and improve the TLC's online capabilities to the extent that many licensee and applicant transactions may now be handled via the Web site.

The TLC continues to work diligently to increase our social media presence reach more users on our various social media accounts. The agency also continued using Livestream.com to broadcast many agency events, and all of our public Commission meetings, so the public can watch remotely.

On our existing social media channels, we continue to work to generate more original content as well as share industry-related media. Under the guidance of the Mayor's Office, we have connected with more City agencies and agency partners to spread important information to our followers. We have been actively sharing information important to all New Yorkers from various City agencies. In 2014 we saw another large increase in the number of individual inquiries on our channels and are making it a priority to connect all constituents to the appropriate solution. We have connected many followers to our 311 forms for complaints and lost property claims. Currently we have nearly 9,200 followers on Twitter and 2,255 "likes" on Facebook, our two most used channels.

Licensing Division

Processing Volumes and Wait Time

- The Licensing Division processed over 165,000 applications in Calendar Year (CY) 2014 compared to 156,000 in Calendar Year 2013.
- The average wait time in the facility was 15 minutes.
- Over 76,000 inspection appointments (Visual and DMV) were scheduled.

License Application Renewal and Summons (LARS) Online Program

During Calendar Year 2014 the Licensing Division completed the enhancements to the License Application Renewal and Summons (LARS) Online Renewal Payment Program that now allow:

- Most licensees to change their contact information online; and
- Medallion Owners or their Agents to tender the annual taxi accessibility fee for Accessible Dispatch online.

We have also started discussions on adding additional online options for licensees such as: (a) self-scheduling of appointments for both the filing of an application and obtaining an inspection appointment, (b) acquiring plate letters or drug test clearance letters, (c) the submission of insurance

information, (d) obtaining status updates on their license, (e) tendering payment of the Taxicab and SHL Improvement Fund payments, (f) submitting Base Transfer applications and, (g) Medallion Agent changes on-line.

Street Hail Livery Permits

- Permit Sales - The Licensing Division began selling the second round of permits in August of 2014. As with the first issuance period, of the 6,000 Street Hail Livery Permits available for sale, a portion is for use with wheelchair accessible vehicles only.
- Grant Applications - The Licensing Division continues to take in and process grant applications for those purchasers of wheelchair accessible permits. Grant funding was made available to purchasers of wheelchair accessible SHL permits for the purchase of, or the conversion of, an appropriate vehicle to be wheelchair accessible.

Metropolitan Transportation Authority Tax (MTA Tax)

The Licensing Division continues to work closely with the New York State Division of Taxation and Finance (NYSDTF) with regards to ensuring the payment of the required MTA Tax. The office coordinates with NYSDTF on identifying delinquent tax payers. The Licensing Division then issues Directives mandating compliance and follows up with summonses if compliance is not met.

For-Hire Vehicle Appointments

In 2014 we completely phased out the faxing of all appointment forms and have converted the process to an e-mail-only based notification process saving time and resources.

Compliance Monitoring

- The Compliance Unit continues to coordinate 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 vehicle identification numbers (VINs), bus plates, base vehicle affiliations, bond requirements, workers compensation and child support.
- The Compliance Unit began monitoring Street Hail Livery compliance to ensure permit holders meet affiliation requirements. Non-compliant licensees are issued summonses.
- We have also worked closely with the TLC in Westchester County in assisting in the issuance of compliance directives for unpaid tickets incurred by NYC TLC-licensed operators in Westchester County, which shares reciprocity with the NYC TLC.

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

- The exchange of electronic data continues with OCSE that confirms the child support case status of all new and renewing driver licensees. 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. During 2014 we modified the interagency agreement to allow for the transmission of data received from the TPEP and LPEP data stream.

- 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 conduct business in the City and can match that data against their Medicaid reimbursement submissions.

Driver Educational Requirements

- A comprehensive review of the education system was conducted during 2014 that will, in 2015, result in a driver education program. Customer service, traffic safety, understanding the violations and adjudications process, driver protections and care, and accessibility will be key elements within the new program and a new education program for applicants for an FHV Operators license (Black Car, Luxury Limousines and Livery) is being planned.

Commercial Motor Vehicle Tax (CMVT)

- The Agency continues collecting the Commercial Motor Vehicle Tax for all For-Hire Vehicles that do business in the City of New York but are not registered in New York State and plated by the NYC Taxi and Limousine Commission. This has resulted in the collection of over \$1 million during calendar year (CY) 2014 that would have previously gone uncollected by the City.
- In addition, the TLC continues to work with the Department of Finance on collecting outstanding and current CMVT debt owed to the City. We continue to receive quarterly updates, send compliance directives and issue summonses for non-compliance.

Owner Must Drive and Independent Medallion Driver (IMD)

- The creation of an IMD exception to the owner must drive requirement appeared in 2011. 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. We have further enhanced the process 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.

Call Center

- The Call Center answered 150,903 calls in 2014 -- an average of 12,575 per month. The wait time that consumers and drivers must wait to speak to an agent averaged approximately four minutes for licensees and nine minutes for consumers. 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 TPEP and LPEP. TPEP and LPEP enhance our ability to track down and locate lost property reported to us by the riding public. Approximately 3,023 searches have been conducted in 2014.

Fitness Review Unit

- This new unit, created in 2012 to handle the fitness hearings formerly handled by Administrative Law Judges, continues its ongoing applicant interview process. Applicants who need to undergo an interview to determine fitness for a license meet with an investigator who has reviewed their completed application file. The investigators conduct a comprehensive review of the file with the applicant. The interviews are a critical step in obtaining information from the applicant so as to make a more informed decision on licensure. The unit handled over 2,500 cases during 2014.

Uniformed Service Bureau

In calendar year 2014, the TLC's Uniformed Service Bureau (USB) continued its successful enforcement initiatives from 2013. With the implementation of Vision Zero in the spring of 2014, TLC began a systemic and sustained collaboration with the NYPD in areas of traffic enforcement, LIDAR speed enforcement and poaching by illegal commuter vans. We successfully partnered with NYPD in 62 joint operations combating safety related traffic enforcement and 67 operations specifically targeted at illegal (unlicensed) commuter vans.

FHV Accessibility Enforcement

In the fall, TLC performed an undercover operation to determine the For-Hire Vehicle (FHV) industry's compliance with the TLC accessibility requirements to provide equivalent service to passengers using wheelchairs. Of the 472 FHV bases contacted, approximately 90% could not provide the required service. Most bases said there were no wheelchair accessible vehicles (WAV) available, while the others said they could provide a WAV, but that it would take longer or cost more. The bases that did not comply with TLC rules were summonsed accordingly. Improving access for passengers who use wheelchairs is one of TLC's major initiatives for 2015.

Administrative Enforcement

Uniformed Service Bureau continues to use TPEP/LPEP trip data and other data to better enforce its regulations for yellow and green taxis. Starting in 2015, TLC will require FHVs to submit trip data in order to carry out similar enforcement for the FHV sector. For example, through the use of TPEP and other data, TLC issued over 29,000 summonses and settlements for the violations listed below.

- Drivers who drive yellow and green cabs while TLC license of said driver was suspended;
- Owners who allow their cab(s) to be driven by suspended drivers (also agents);
- Cabs that are driven when the medallion was suspended;
- Medallion owners who do 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, drive wheelchair accessible yellow cabs;
- Drivers who do 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 be driven;
- Drivers who charge tolls on trips where no tunnel/bridge has been crossed;
- Drivers whose DMV licenses are no longer current but who do not turn in their TLC license;
- Medallion owners who use multiple agents in managing their medallions;
- Drivers who refuse wheelchair dispatches.

Field Enforcement

The 2014 calendar year also saw our continued enforcement in the area of poaching against "straight plates", i.e. passenger plated vehicles caught transporting passengers within city limits without being licensed by TLC, as well as unlicensed livery vehicles without a current TLC license. Additionally, the TLC overhauled the vehicle and seizure stop training that TLC inspectors receive in order to do their job safely and effectively. All inspectors were retrained and will receive on-going training in the future.

In 2014 we seized and summonsed 4,361 New York State plated vehicles, 1,407 out-of-state vehicles, and 520 illegal commuter vans. The initiative, officially started in the second half of 2010, ensures vehicles that do not have a TLC license are not providing for-hire service. In sum, 6,300 vehicles were seized in 2014.

Included in this anti-poaching initiative are the USB airport vehicle seizure operations that increased significantly in October of 2013 with a permanent presence at John F. Kennedy Airport. USB inspectors continue to partner with the Port Authority Police to observe, ticket, and seize vehicles and drivers found performing illegal activity. In 2014, the total airport summonses issued was 6,600 (including owner and driver summonses). In addition, 2014 saw 2,755 vehicles seized at the airports. TLC is exploring setting up a similar initiative at LaGuardia Airport.

LIDAR Enforcement

This summer TLC obtained equipment and training for our LIDAR speed enforcement team. Light Detection and Ranging (LIDAR) is similar to Radar but more sensitive and accurate in the detection of speed. Since the end of the summer we have targeted high-priority areas speed sensitive areas as recommended by DOT and issued over 160 summonses.

Illegal Street Hails

Active enforcement continues with the issuance of over 10,000 summonses - including over 1,000 for Street Hail Liveries poaching or picking up passengers illegally in the Exclusionary Zone (Manhattan below East 96th Street and West 110th Street).

Top Ten Field Enforcement Summonses in 2014 Issued by Location

NYC Administrative Code or TLC Rule Violation	LICENSE TYPE	Borough Precincts					Airports		Grand Totals
		Manhattan	Bronx	Brooklyn	Queens	Staten Island	JFK	LGA	
19-506(B)(1) Operating For Hire Without TLC License	FHV	1,300	610	2,089	842	82	3,251	256	8,430
19-506D Driver Operating Without TLC License	FHV	1,249	413	281	546	5	211	5	2,710
55-13(A)(1) Parking Violations	FHV	1,048	58	104	732	2	1	14	1,959
55-14(G)(1) Use of Electronic Devices While Driving	FHV	1,248	303	194	360	9	331	16	2,461
55-19(A) Illegal Street Hails (Driver)	FHV	1,789	1,258	274	929	1	72	0	4,323
59A-11(B)(1) Driver Operating Without TLC License	FHV	1,191	397	251	558	11	211	6	2,625
59A-25(A)(1) Illegal Street Hails (Owner)	FHV	2,991	1,605	387	1,252	2	86	0	6,323
54-13(A)(2) Moving Violations	MED	2,355	15	72	245	0	0	0	2,687
54-14(E)(1) Use of Electronic Devices While Driving	MED	3,228	24	62	176	0	106	9	3,605
58-30(A) Unsafe Vehicle	MED	1,605	14	30	67	0	0	3	1,719

Consumer Complaints

The Consumer Complaint Unit (CCU) investigates and issues summonses based on complaints from the riding public. TLC saw an increase in the number of complaints received from the riding public, receiving 17,097 consumer complaints from passengers in 2014 compared to nearly 16,000 in 2013. The Consumer Complaint Unit increased the number of cases prosecuted from 8,180 in 2013 to 9,968 in 2014. Of those prosecuted, 9,074, or over 90%, resulted in sustained violations compared with 7,695 in 2013. These successful prosecutions were most often the result of a settlement prior to the issuance of a summons. Of the 9,074 sustained violations, 7,548 were guilty pleas by settlement, up from 5,739 in 2013. Drivers continued to be held accountable for their actions and paid \$1,483,910 compared to \$1,359,575 in fines in 2013.

Increased staffing and a streamlined settlement process helped to increase efficiency in the processing times. On average, CCU investigated complaints through to the issuance of a settlement in just 18 days, down from 34 days in 2013. From the date of the initiation of a complaint to 311 to

the adjudication of a summons by OATH based on that complaint, the processing time decreased from 66 days in 2013 to 54 days in 2014.

In the fall of 2013, New York Law School launched the first Administrative Enforcement Clinic and seminar at TLC. This year-long clinic for second- and third-year law students formalizes the internship program at TLC where students serve as prosecutors for the Consumer Complaint Unit. In 2014, the Clinic students greatly contributed to the increased efficiency of the consumer complaint process.

Yellow Taxi Service Refusals and Overcharges

TLC rules require yellow taxis to provide passengers with a ride to any destination in the five boroughs of New York City, to Newark Airport, and to locations in Westchester or Nassau counties. 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 recorded the number of inquiries and complaints received regarding service refusals in addition to summonses issued for refusals.

Passenger inquiries decreased in 2014. The agency received, on average, 309 refusal-related inquiries each month of calendar year 2014, compared with 339 each month in 2013. Formal complaints have also decreased from an average of 297 in each month of 2013 to an average of 255 in 2014.

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 2014, TLC received 2,026 passenger overcharge inquiries resulting in 1,178 complaints prosecuted. This is up from 1,957 overcharge inquiries resulting in 1,671 complaints, or an average of 139 complaints per month in 2013.

As noted above, TLC will conduct similar enforcement when we begin collecting FHV trip records electronically in 2015.

Safety and Emissions

In 2014, the Safety and Emissions Division (S&E) performed 51,762 medallion DMV inspections, 43,407 for-hire vehicle DMV inspections and 16,680 Street Hail Livery vehicle DMV inspections. Additionally, 18,291 FHV visual inspections were completed.

Yellow Taxi Accessible and Alternative Fuel Vehicles by Make and Model – 2014

Vehicle Make and Model	Total as of 12/31/2014	Total as of 12/31/2013	Total as of 12/31/2012	Total as of 12/31/11
WHEELCHAIR ACCESSIBLE				
Toyota Sienna	474	215	224	207
Dodge Caravan	2	3	5	26
Ford Transit Connect	98	13	3	0
Mobility Ventures MV-1	0	2	1	0
Total	574	233	233	233
HYBRID				
Ford Escape	2,878	3,663	4,303	4,195
Toyota Camry	4,266	2,674	1,510	634
Toyota Highlander	52	83	108	143
Toyota Prius	1,384	852	519	318
Nissan Altima	68	205	300	347
Chevrolet Malibu	2	11	14	19
Lexus RX 400H	5	5	6	6
Mercury Mariner	1	4	5	6
Ford C-Max	404	400	3	0
Hyundai Sonata	0	0	1	0
Toyota Avalon	7	4	0	0
Nissan Pathfinder	5	2	0	0
Lexus RX 450h	0	1	0	0
Ford Fusion	17	1	0	0
Total	9,089	7,905	6,769	5,668
DIESEL				
Volkswagen Jetta	4	6	7	13
Mercedes Benz ML 350 Blue Tech	1	2	2	1
Mercedes Benz E 350 Blue Tech	0	1	1	0
Total	5	9	10	14