

New York City Taxi and Limousine Commission

2021 Annual Report

January 2022

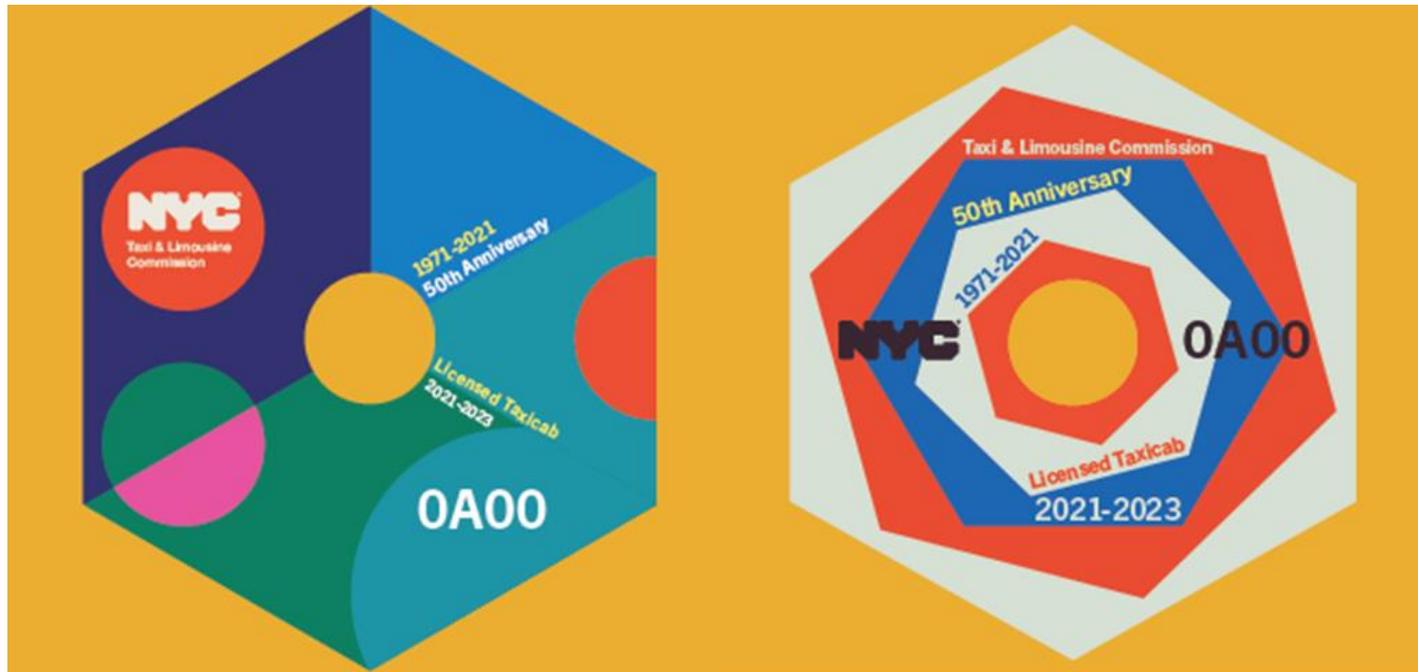


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Welcome Letter from the Commissioner/Chair

Dear Fellow New Yorkers:

I am pleased to submit the New York City Taxi and Limousine Commission's (TLC) 2021 Annual Report. As the COVID-19 pandemic continued to impact all of us, this past year was another challenging one for New York City. In 2021, TLC prioritized the health and safety of our Licensees, scheduling thousands of vaccine appointments, providing informational materials and webinars, facilitating COVID-19 testing events in all five boroughs, and hosting vaccine pop-up sites at the TLC Woodside car inspection facility.

While the year was defined in many ways by the pandemic, we are fortunate to have maintained critical agency services throughout the continuing recovery period. Additionally, we have been able to improve agency processes and the customer experience for TLC Licensees. I am also incredibly proud of the work the TLC has done to further agency goals and implement policies and initiatives that have positively impacted Licensees. One highlight is the work of the Medallion Relief Program (MRP), which gives Medallion Owners in financial distress a critical tool to restructure loans, reduce principal, and lower monthly payments. The MRP is supported by the TLC Owner/Driver Resource Center, which provides Licensees with free financial counseling, legal services, health and mental health services, assistance in applying for public benefits, and driver protection services.

The TLC continued its strong collaboration with industry stakeholders during all of 2021. The Black Car and Livery Task Force met regularly from June through November of 2021 to develop policy recommendations to strengthen these traditional sectors. TLC also convened a Taxi Advisory Group to discuss ways to ensure the stability and future success of the Taxi sector. Conversations with the Advisory Group and other stakeholders have helped to inform the development of a Taxi Strategic Plan. Additionally, the TLC began a thorough review of its rules and regulations in order to ensure they are equitable and adapted to the 21st-century needs of Drivers, passengers, and industry members.

On June 30th, TLC celebrated its 50th anniversary. To commemorate that milestone, the TLC commissioned two designs for the 2021 medallion in line with the aesthetics of the early 1970s. The designs are in part inspired by iconic designer Massimo Vignelli, whose elegant works influence the New York City Subway. The first new medallions were given to participants in our Battery Electric Vehicle Taxi Pilot Program, which was launched in August.

Finally, TLC ended 2021 by hosting its eighth annual Honor Roll Ceremony via a pre-recorded video. Honor Roll recognizes excellent safety, accessibility, and community service records of Drivers and businesses from across all industry sectors. We salute the hard-working TLC Licensees who helped keep New York City moving this past year, together conducting over 200 million trips in 2021.

As another eventful year closes, I am grateful for the hardworking and dedicated TLC staff, a workforce of nearly 600 individuals. I look forward to implementing innovative and exciting new policies in 2022, working hand in hand with Licensees, industry partners, elected officials, advocates, and our team.

Sincerely,
Aloysee Heredia Jarmoszuk
Commissioner/Chair

Mission and Budget

The Taxi and Limousine Commission (TLC), created by Local Law No. 12 of 1971, is a Charter-mandated agency responsible for the development and improvement of For-Hire transportation service in New York City. The duties of the agency include licensing and regulating Taxis, For-Hire Vehicles (FHVs), and Commuter Van and Paratransit services, as well as Drivers and related businesses. Additionally, TLC enforces rules and regulations and sets standards for service, insurance coverage, driver safety, and equipment safety and design.

In Fiscal Year (FY) 2021, TLC operated on a budget of \$116,025,677, comprising \$40,792,660 for Personal Services and \$75,233,017 for Other than Personal Services, with an authorized headcount of 557. The FY 2022 budget is \$41,264,380 for Personal Services and \$128,188,912 for Other than Personal Services, with an authorized headcount of 586.

Taxi and Limousine Commission Structure and Board Members

The Board of the Taxi and Limousine Commission has nine members, eight of whom are unsalaried. The Chair presides over the Board and acts as head of the agency, which carries out TLC's day-to-day licensing, regulatory, and enforcement functions. Members of the Commission are appointed by the Mayor with the advice and consent of the City Council, each serving 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. There are currently two vacant seats on the Board.

Aloysee Heredia Jarmoszuk

Aloysee Heredia Jarmoszuk was nominated by Mayor de Blasio to be the Chair and Commissioner of the Taxi and Limousine Commission in January 2020 and was subsequently reconfirmed by Mayor Adams in December 2021. Prior to her time at TLC, Commissioner Heredia Jarmoszuk served as the Chief of Staff to the Deputy Mayor for Operations, where she oversaw and coordinated 25 agencies and programs, including TLC and the Department of Transportation. Prior to her time at the Mayor's Office, Commissioner Heredia Jarmoszuk served as the Chief of Staff for Central Operations at the Department of Education, and has also worked in higher education, the nonprofit sector, and in investment management. Commissioner Heredia Jarmoszuk is a native New Yorker and the first-ever Dominican-American to oversee TLC.

Bill Aguado

Commissioner Aguado was appointed by the Mayor on the recommendation of the Bronx delegation to the New York City Council in May 2015. A leading cultural and community activist in the Bronx, Commissioner Aguado retired in 2011 as Executive Director of the Bronx Council on the Arts, and since then, he is still called upon to lend his expertise on behalf of emerging artists, community cultural groups, and community-based organizations.

Jacques Jiha

Commissioner Jiha was appointed by the Mayor in August 2014. He currently serves as the Director of the Office of Management and Budget, overseeing New York City's fiscal policy, including the development of Expense and Capital Budgets, the City's bond and borrowing program, and the budgets of more than 90 City agencies and entities. Commissioner Jiha previously served as the Commissioner of the New York City Department

of Finance. Prior to his tenure at the Department of Finance, Commissioner Jiha was the Executive Vice President/Chief Operating Officer and Chief Financial Officer of Earl G. Graves, Ltd., a multi-media company.

Steve Kest

Commissioner Kest was appointed by the Mayor in 2018. Commissioner Kest serves as Senior Advisor to the Center for Popular Democracy and is a decades-long veteran of community organizing. Previously, Commissioner Kest spent 35 years at ACORN, ran the Fight for a Fair Economy program at the Service Employees International Union, and was a Senior Fellow at the Center for American Progress.

Nora Constance Marino (served for part of 2021)

Appointed by the Mayor on the recommendation of the Queens delegation to the City Council in 2011 and reappointed in 2016. Commissioner Marino is a former JAG Officer in the United States Army Reserve and maintains her own law practice.

Kenneth C. Mitchell

Appointed to the Staten Island seat by the Mayor on the recommendation of the New York City Council in November 2016, Commissioner Mitchell also serves as the Executive Director of the Staten Island Zoological Society, Inc., a position he has held since September 2011. In this capacity, Commissioner Mitchell is responsible for the overall administration and the day-to-day operation of the Staten Island Zoo.

Lauvienska Polanco

Commissioner Polanco was appointed by the Mayor in 2016 after serving as the Manhattan member of the Commission beginning in 2007. Commissioner Polanco serves as Principal Law Clerk at the Bronx Supreme Court.

Thomas Sorrentino

Commissioner Sorrentino was appointed by the Mayor in 2017 on the recommendation of the Brooklyn delegation of the New York City Council. Commissioner Sorrentino served as a member of Kings County Community Board 18 for approximately five years, where he chaired its Transportation Committee. He is currently a partner in the accounting firm of PKF O'Connor Davies LLP and serves on the Brooklyn Chamber of Commerce Board of Directors.

Licenses Regulated by TLC

The Taxi & Limousine Commission licenses and regulates for-hire transportation in New York City, including Drivers, vehicles, and related businesses. All TLC Licensees are an essential part of New York City's comprehensive transportation network.

In 2021, there were 174,924 drivers licensed by the TLC. The TLC Driver License is a single license that allows the holder to operate a Yellow Taxi, Green Taxi, Livery, Black Car, and Limousine. To obtain a TLC Driver License, applicants must pass a drug test, have their fingerprints taken, complete a New York State DMV Defensive Driving Course, complete TLC's 24-Hour Driver's Education Course, and complete a Wheelchair Accessible Vehicle Training course, among other requirements. TLC issues separate licenses for Commuter Van Drivers and Paratransit Drivers. In 2021, 835 Drivers held a Paratransit license, and 145 Drivers held a Commuter Van Driver license.

More than 100,000 vehicles are licensed by TLC to serve the public. This includes 13,587 Yellow Medallion Taxis authorized to accept street hails from passengers throughout the five boroughs. In addition, there are approximately 95,000 licensed FHV's that serve the public through pre-arrangement and radio dispatch. These vehicles include Livery Vehicles (also known as community car services), Black Cars, and Luxury Limousines with a seating capacity of up to 20 passengers. The FHV sector also includes High-Volume For-Hire Service (HVFHS) companies which dispatch more than 10,000 trips per day on average. Green Taxis are FHV's with Street Hail Livery (SHL) permits, which allow them to 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.

TLC licenses 959 FHV Bases, which are entities that dispatch trips to TLC-licensed FHV's. FHV Bases accept trip requests from passengers, dispatch Drivers, are responsible for collecting and paying taxes, and pay into the Livery Fund and the Black Car Fund, which provide certain benefits such as workers' compensation. TLC currently licenses 458 Black Car Bases and 317 are Livery Bases. Livery and Black Car services provide pre-arranged transportation throughout New York City. These Bases range from small, neighborhood-based operations to larger fleet-type companies that provide citywide service. Liveries are required to offer passengers up-front flat fares, and many transactions occur using cash payment. TLC also licenses 105 Luxury Limousine Bases, which provide pre-arranged premium transportation to clients throughout New York City. Additionally, TLC licenses two HVFHS companies, Uber and Lyft. This license is issued to Bases that dispatch more than 100,000 trips per day. In June 2021, TLC amended the rules governing High-Volume For-Hire Service licenses, creating the HVFHS Base License.

TLC also licenses and regulates the businesses that manufacture, install, and repair the meters used in Taxis, brokers who assist buyers and sellers of medallions, and agents that operate medallions on behalf of owners. TLC also licenses Technology Service Providers (TSPs), which develop and maintain the credit card readers, trip recorders, and Taxi TVs found in Yellow and Green Taxis.

By the Numbers: Calendar Year 2021	
Total Active Licenses	285,942
<i>(as of January 4, 2022)</i>	
Drivers	
Taxi and FHV Drivers	173,944
Paratransit Drivers	835
Commuter Van Drivers	145
Total Driver Licenses	174,924
Vehicles	
Street Hail Services	
Taxis	13,587
Stand-by Taxis ¹	74
Street Hail Liveries	1,632
Prearranged Services	
For-Hire Vehicles not Affiliated with HVFHS ²	22,845
Black Car	16,281
Livery	5,079
Luxury Limousine	1,485
For-Hire Vehicles affiliated with HVFHS	71,695
Black Car	71,695
Livery	0
Luxury Limousine	0
Commuter Vans	34
Paratransit Vehicles	104
Total Vehicle Licenses	109,971

Bases	
Black Car	458
Livery	317
Luxury Limousine	105
Commuter Van	28
Paratransit	49
High-Volume For-Hire Service	2
Total Base Licenses	959
Businesses	
Taxicab Brokers	19
Medallion Agents	44
Taxicab Meter Shops	15
Taxicab Meter Manufacturers	2
Technology Service Providers	2
E-Hail Providers	6
Total Business Licenses	88

¹ TLC Rule § 58-42 allows fleets to maintain and use stand-by vehicles. A stand-by vehicle can be used in place of a currently licensed Taxi in the following circumstances: when the currently licensed Taxi is out of service for repairs or for required inspection, until the repairs or inspection have been completed; when a vehicle has been stolen, for no more than 30 days after the date stolen, and when a vehicle has been permanently retired from service, for no more than 30 days from the date of retirement.

² Effective July 30, 2021, there are no longer HVFHS Livery and Luxury Limousine vehicles. <https://rules.cityofnewyork.us/wp-content/uploads/2021/03/TLC-promulgating-high-volume-base-rules-6.17.21.pdf>

Commission Meetings and Rulemaking Actions

TLC's Board of Commissioners holds regular public meetings to receive testimony on proposed rules and other issues of concern to Licensees. The Board may also vote on any proposed rules. In 2021, the Board of Commissioners approved four rule packages and one pilot program. In order to protect the public health throughout the ongoing COVID-19 pandemic, TLC held its meetings online with full accessibility to allow for public participation. In addition to other meetings of the Commission, below are the rulemaking actions taken by TLC in 2021.

2021 Rulemaking Actions

Date of Commission Vote	Subject	Status
May 4, 2021	Battery Electric Vehicle Pilot	Effective May 4, 2021
May 4, 2021	Summary Suspension Process Update	Effective June 10, 2021
June 22, 2021	FHV Cap BEV Exception Update	Effective June 25, 2021
June 22, 2021	High-Volume Base Classification	Effective July 30, 2021
June 22, 2021	Trip Record Submission (FHV Bases)	Effective July 30, 2021
October 6, 2021	Medallion Relief Program	Ongoing

Battery Electric Vehicle Taxi Pilot Program

TLC is committed to electrifying its licensed vehicle fleet. On May 4, 2021, TLC adopted the Battery Electric Vehicle (BEV) Taxi Pilot Program, which significantly expands the universe of electric vehicles (EVs) that can be used as Taxis in New York City. The BEV Pilot officially launched in August when the first Kia Niro from the Taxi fleet Drive Sally were hacked-up at an event at TLC's Woodside facility. The agency will collect data on charging, EV trips, and Driver and passenger reception. Advancing electric Taxis and FHV's is in line with State and City mandates to reduce greenhouse gas emissions, mirrors trends in the automotive industry, supports clean jobs and economic development, and improves the TLC-licensed Driver and passenger experience. There are also federal and State tax credits available for EVs, and Licensees can save money on fuel and maintenance costs. Importantly, TLC continues to work with stakeholders to ensure that there are wheelchair accessible EVs available to support a sustainable Taxi industry far into the future.

Updating the Summary Suspension Process

TLC rules permit the Chair to summarily suspend a Driver's TLC license upon notice of a criminal arrest or citation if such charges demonstrate that continued licensure while awaiting a decision on criminal charges would constitute a direct and substantial threat to public health or safety. TLC summarily suspends the license of a Driver who is charged with a felony or serious misdemeanor. The Driver can then request a hearing at the Office of Administrative Trials and Hearings (OATH) in which an Administrative Law Judge (ALJ) considers whether continued licensure would pose a threat to public safety and issues a recommendation for action to the TLC Chair. In May of 2021, TLC adopted a rule that allows for a quicker return of a license to those Drivers whose licensure during the pendency of the criminal proceeding is not deemed to be a direct and substantial threat to public health or safety. Pursuant to the rule, the timeframe for an ALJ to issue a recommendation following a hearing was reduced from 15 days to 10 days, and the time for the TLC Chair to issue a final decision on the recommendation was reduced from seven days to five days.

Eliminating the EV Exception to the FHV License Pause

On August 7, 2019, TLC adopted rules implementing Local Law 147 of 2018, which paused the issuance of new FHV licenses. An exception was made for new wheelchair accessible vehicles (WAVs) and EVs. In 2021, TLC eliminated the automatic exemption for EVs to better align with the agency's bi-annual review of its FHV license issuance policy.

Reclassification of High-Volume For-Hire Bases

The Commission adopted rules that streamlined TLC's licensing process relating to HVFHSs, which are businesses licensed by TLC that dispatch an average of 10,000 or more trips per day. In the past, holders of an HVFHS license were also required to have at least one for-hire base license, creating an unnecessary administrative burden and blurring the line between different licensee categories. Further, this layered regulatory structure caused unnecessary duplication in rules, making industry compliance and effective TLC regulation, oversight, and enforcement more difficult. Newly adopted rules streamlined the license structure by making the HVFHS license itself a type of base license, which eliminated the regulatory and licensing redundancy of HVFHSs holding both a high-volume license and one or more separate base licenses such as a black car or livery base license.

Trip Record Submission of For-Hire Vehicle Bases

In 2014, TLC approved rules that required FHV bases to submit trip records to TLC. This trip record data promotes the fundamental agency priorities of keeping passengers safe by informing the agency of the identity of the Driver of a dispatched FHV, preventing Driver fatigue in support of the Vision Zero street safety program, and ensuring that Drivers dispatched by HVFHSs receive the minimum pay required by TLC rules. In 2021, TLC adopted a new rule package that strengthened TLC's ability to pursue these goals by prohibiting improper trip record submission practices, including failing to submit complete trip records in a timely fashion and submitting faulty or inaccurate trip data. The rules also established new penalties and increased certain data submission requirements to allow TLC to enforce timeliness and other service standards for trips taken in WAVs.

Policies, Initiatives, and Agency Highlights

Owner/Driver Resource Center and the Medallion Relief Program

TLC continues to prioritize financial assistance for Medallion Owners and Drivers. In May of 2020, TLC launched the Owner/Driver Resource Center (ODRC) to assist Drivers and Owners facing financial difficulties. Resources available include financial counseling, legal services, health and mental health services, assistance in applying for public benefits, and driver protection services. Additionally, ODRC provides legal assistance to Medallion Owners wanting to take part in TLC's Medallion Relief Program (MRP). Created in March 2021 as a \$65 million program, the MRP offers debt relief to Medallion Owners in the form of grants of \$20,000 to use as a down payment to restructure medallion debt, as well as additional monthly debt payment assistance. On November 3, 2021, Mayor Bill de Blasio announced a loan guaranty supplement to the original MRP. Medallion loans that are written down to a principal balance of \$170,000 or less, with an interest rate of 5% or less, and that are fully amortized over 20 years, may be eligible to apply for a guaranty on the principal balance. The goal of the MRP is to provide financial assistance to all Medallion Owners who need it.

Health and Safety Initiatives

As the COVID-19 pandemic continued to impact Licensees and all New Yorkers throughout 2021, health and safety remained of paramount importance to TLC. At the beginning of 2021, before COVID-19 vaccines were widely available, TLC hosted COVID testing events for Licensees in all five boroughs. This included developing partnerships with Columbia Presbyterian and Memorial Sloan Kettering Hospitals to conduct outreach to Drivers. TLC also prioritized vaccinations, making 6,500 vaccine appointments for Licensees and hosting two events in Fall 2021, during which Licensees and TLC staff received free vaccinations at our Woodside facility. TLC continues to share up-to-date information on the COVID-19 virus and the pandemic with Licensees, including mask requirements and the December 13, 2021 Order issued by the Department of Health requiring certain private sector workers to be vaccinated. The agency also worked to support safety protocols and vaccinations for TLC staff.

Taxi Advisory Group

In January 2021 TLC convened a Taxi Advisory Group composed of industry stakeholders, including Drivers, Medallion Owners, agents, technology providers, and insurers. The Advisory Group met regularly to discuss issues, share information, inform policy, and ensure the continued strength of the Taxi sector. Meeting topics focused on technology and innovation; Driver and passenger experience; the legal, regulatory, and financial environment; and enforcement authority and practices. Conversations with Advisory Group members are reflected in the development of TLC's Taxi Strategic Plan, which is a guiding document to help ensure the stability of the Taxi industry and its move into the modern age. The Taxi Advisory Group will continue to partner on issues of importance to the industry in 2022.

Black Car and Livery Task Force and Report

Created by Local Law 92 of 2020, the Black Car and Livery Task Force was composed of the Commissioner and Chair of TLC, the Chair of the City Council's Transportation Committee, and Drivers and base owners from the traditional Black Car and Livery sectors. The Task Force met regularly from June to November 2021 and a public hearing was held on June 23, 2021 to solicit comments, testimony, and input on challenges facing the Black Car and Livery industries. The Task Force issued a report in December 2021 that focused on modernizing the Black Car and Livery industries, refining TLC enforcement, improving for-hire licensing rules and practices, ensuring the continued critical role of the Black Car and Livery sectors in the City's transportation network, and reforming the regulatory environment.

Regulatory Review

In 2021, TLC began conducting a holistic review of the agency’s regulatory framework in order to ensure that rules are equitable and adapted to the 21st-century needs of Drivers, passengers, and industry members. On November 9, 2021, the Commission held a public meeting to hear testimony from a diverse group of industry members about issues that Licensees are facing and the ways in which TLC’s rules and regulations could be improved. This review has identified rules that may be antiquated, unnecessarily complex, or no longer achieving the policy goals they were intended to achieve. In 2022, TLC will continue this regulatory review by conducting further research and proposing additional changes that update and streamline TLC’s regulatory framework.

Driver Education

All TLC-Licensed Drivers must meet certain driver education requirements in order to obtain and maintain their TLC license. The general education course covers all rules Drivers must follow, customer service best practices, the City’s Vision Zero initiative, and City geography. In 2021, TLC launched its renewal course, which is a new requirement for Drivers when they renew their license every three years. Six organizations are offering the TLC Driver License Renewal Course and it is available in multiple languages including Arabic, Bengali, Chinese-Mandarin, English, Russian, Spanish, and Urdu at over 10 different TLC Driver Training Centers. TLC also updated its Passenger Assistance and Wheelchair Accessible Vehicle Training, which was developed with input from the disability community and the Mayor’s Office for People with Disabilities. TLC’s Driver Education Unit continues to conduct course observations and training audits of its programs.

DriveNYCTaxi

TLC launched DriveNYCTaxi, an online survey tool to connect Yellow and Green Taxi Owners with TLC-Licensed Drivers. DriveNYCTaxi was created after receiving feedback from Yellow and Green Taxi Owners who found it challenging to attract new Drivers to lease their vehicles. Since TLC-Licensed Drivers are often looking for new work opportunities, this new program helps make that connection free of charge. TLC-Licensed Drivers can sign up and select the type of Taxi they are looking for, the shift they want to drive, and their preferred pickup location. Similarly, Yellow and Green Taxi Owners can share their vehicle information, such as type of Taxi, lease term, prices, and pick-up locations. If DriveNYCTaxi finds matches, both the Taxi Owner and the TLC-Licensed driver will receive emails with contact information. To date, over 200 drivers and owners have signed up for the program. Moving forward, the goal is to continue to do outreach to Drivers and Owners to gather program feedback for improvement and increased connections.

Celebrating Licensees for Safety, Accessibility, and Service

This year, TLC hosted its eighth annual Honor Roll Ceremony via a pre-recorded video, sharing with pride the excellent records in safety, accessibility, and community service of Drivers and businesses from across all industry sectors. The 2021 Safest Drivers Honor Roll is comprised of a total of 593 TLC-licensed Drivers of Yellow Taxis, Green Taxis, Commuter Vans, and FHV’s. TLC also honored 20 of its safest business Licensees for their commitment to safety under the Safest Bases category. Additionally, the TLC Accessibility Honor Roll recognizes Drivers who have distinguished themselves as excellent providers of Accessible Dispatch service to New York City. This year’s 20 Accessible Dispatch honorees provided the most trips via the Accessible Dispatch program. In addition, TLC honored several different groups of Drivers that distinguished themselves in the following categories: Home Delivery Drivers (who participated in the GetFood NYC initiative to deliver meals to food insecure New Yorkers during the COVID-19 pandemic), BEV Licensees who have provided exceptional service through trip volume and safety, the First Licensed Driver to get Vaccinated,

Drivers recognized for Outstanding Service including the Longest Serving Licensee, and the 20 Female Licensed Drivers who completed the most trips.

Accessible For-Hire Transportation

TLC is committed to providing customers with wheelchair accessible Yellow Taxis, Green Taxis and FHV’s, also known as WAVs. Anyone can request a wheelchair accessible Yellow or Green Taxi to pick them up anywhere in the five boroughs through the City’s Accessible Dispatch program at no additional cost. Customers pay the standard meter fare and TLC-Licensed Drivers receive incentives for participating in the program. Customers can book a ride by calling the dispatch center directly at 646-599-9999, dialing 311 (NY Relay: 711), booking online at [accessibledispatch.com](https://www.accessibledispatch.com), or using the “Accessible Dispatch NYC” mobile application. Over 70,000 Accessible Dispatch trips were requested in 2021. There are 3,564 WAVs in the Yellow Medallion Taxi fleet and 169 WAVs in the Green Taxi fleet.

The Yellow and Green Taxi Improvement Funds (TIF) provide incentive payments to owners to offset the purchase and operation of a WAV. The fund also provides incentive payments to Drivers of WAVs. In 2021, Drivers and Owners received over \$17 million in payments to support their operating expenses.

**TIF Payments to Owners and Drivers
(All Payments Issued in 2021)**

Total Payment	Unique Paid	Type	Name
\$6,308,702	3,046	TIF & SHLIF Driver Payment	Drivers
\$11,663,000	2,196	TIF Owner Payment	Owners
\$17,971,702	5,242	All TIF Payments	Owners & Drivers

In addition to Yellow and Green Taxis, customers can also request a WAV from their local car service or app-based service. TLC rules require all FHV Bases to dispatch a minimum percentage of its annual trips to WAVs, or they must contract with a TLC-approved accessible vehicle dispatcher. Regardless of the model chosen, all Bases must dispatch a WAV within a certain response time and charge the same price as a trip in a non-accessible vehicle. Over 265,000 accessible FHV trips were requested by customers in 2021. The FHV sector continues to grow with the addition of more WAVs, the only type of new FHV license that TLC issues. There are currently 3,373 FHV WAVs in service, compared to 1,760 in 2020, an increase of almost 100%.

Driver Protection Unit

The Driver Protection Unit (DPU) assists Licensees with complaints regarding TLC rule violations and makes itself accessible to Licensees by accepting complaints through the DPU Helpline, DPU email inbox, referrals from other departments, and Owner/Driver Resource Center appointments. In 2021, DPU investigated complaints of deceptive vehicle leasing advertisements, improper sale of TLC issued decals, and agents’ failure to remit tax payments to Medallion Owners. For example, DPU worked to change the long-standing industry practice of agents using third parties to pay Drivers their credit card fare earnings, which violates TLC rules. To address this issue, DPU mediated and negotiated settlements for these complaints, issued summonses, and litigated the cases at OATH where the Unit was able to secure three favorable appeals decisions. In total, DPU was able to recoup over \$24,000 in credit card fare earnings for Drivers. Additionally, in 2021, DPU worked with the Business Practices Accountability Unit on several ongoing projects including reviews of agent accounting, Medallion Owner/agent leases, and agent tax compliance, to ensure industry adherence to TLC rules.

Office of Inclusion and the Driver Safety Initiative

The Office of Inclusion (OOI) was created by TLC pursuant to Local Law 219 of 2018 to ensure the riding public receives equal and courteous service from Taxis and FHV's. OOI's mission is to reduce and ultimately eliminate service refusals and to ensure that no one is discriminated against by TLC Licensees. OOI attends events hosted by City agencies and community-based organizations to ensure the public is aware of the importance of filing a service refusal complaint. In addition to what is required by local law, OOI helps Drivers who experience discrimination on and off the road by connecting them to resources from the City Commission on Human Rights, which investigates and acts against such abuses.

OOI launched the Driver Safety Initiative in July 2020 to assist TLC Licensees who are victims of a crime while on the job. When notified of a crime against a Licensee, TLC staff contacts the Licensee to get more details regarding the incident. OOI then connects the Licensee to the New York State Office of Victim Services, which provides help with medical bills, lost wages, and other appropriate resources. OOI also serves as a point of contact for Drivers and the criminal justice system. TLC's Enforcement Division works with the New York City Police Department to obtain case updates and an OOI staffer alerts the Licensee of their case's progress, including whether the case goes to trial.

Business Practices Accountability Unit

The Business Practices Accountability Unit (BPAU) was created to protect TLC Licensees by improving TLC oversight and enhancing regulatory and operational compliance. TLC-licensed brokers are now required to submit annual disclosures to TLC and report any interests they or family members hold in medallions or other TLC licenses. This requirement gives a clearer and more transparent understanding of any potential conflicts of interest when brokers represent buyers or sellers in a medallion transaction, as well as mitigates against any potential collusion. Furthermore, if a conflict does exist, a broker must submit that information in writing in a format provided by TLC. TLC thoroughly reviews the disclosure statements to protect Licensees from potential conflicts, and posts results online. This requirement is incorporated into TLC's licensure process and it is a condition for the renewal of a broker license. In addition to annual disclosures to TLC, brokers are now required to provide certain information to their clients whenever they engage in a medallion transfer or related transaction. This includes written agreements between brokers and their clients specifying all fees and costs charged by the broker and information affirming that it is the broker's duty to act in their client's interest. The broker must also disclose any facts they know that impact the value of a medallion, as well as all offers to purchase the medallion. Any fees that the broker pays to taxi meter businesses, insurance providers, technology providers, or similar parties on behalf of the Medallion Owner must also be disclosed. Furthermore, all completed agreements and required documentation, including closing statements, must be submitted to TLC.

TLC is also working to improve other aspects of agent business practices that have been uneven in the past. For example, leases between agents and passive Medallion Owners are a major area of focus and include a need to establish consistent and enforceable contracts, as well as mandatory contract provisions informing Medallion Owners of their rights when working with an agent. Additionally, numerous owners reported that agents they worked with failed to make timely medallion lease payments, and agreements they entered into allowed the agent to reduce the medallion lease payment without the owner's consent while also prohibiting owners from cancelling their lease agreements in such cases without significant penalties. TLC's BPAU continues to enforce new standards and monitoring agents' business practices to ensure they comply with TLC rules.

Office of Financial Stability

Over the past year, TLC has gained more insight into the scope of the medallion debt crisis and has identified areas of concern in monitoring and evaluating the financial health of the Taxi industry. Local Law 111 directs TLC to explore topics related to monitoring and evaluating the financial stability of the Taxi industry through the Office of Financial Stability. The Office is charged with reviewing the gross incomes and expenses of operating

a Taxi medallion, common terms and conditions of medallion loans, financial disclosures from Medallion Owners, medallion bankruptcy proceedings, and potential market manipulation, speculation, and collusion in medallion transfers. In 2021, TLC obtained more data points to understand the scope of the medallion debt crisis and evaluate the financial stability of the Taxi Industry. Although TLC still has not been able to obtain a comprehensive picture of the debt situation across all 13,587 Taxi medallions, working directly with Medallion Owners and conducting new surveys gave TLC the opportunity to gather personal data that is not publicly available. The 2021 Medallion Survey and subsequent research provided information on income and expenses and common terms and conditions of medallion loans. TLC's work on the Survey also served as a trial run for the annual financial disclosure process that is required for Medallion Owners. TLC also addressed these topics through its efforts to monitor and preside over medallion transfer closings, and by implementing and upholding rules that apply to TLC-Licensed brokers and agents.

Licensing and Standards Division

In 2021, the Licensing and Standards Division focused on assisting the for-hire industry with getting back to work as New York City began to recover from the pandemic. Licensing answered nearly 114,000 phone calls, removed 4,210 FHV licenses from storage, approved 10,663 Drivers for licensure, renewed approximately 67,000 TLC licenses and helped over 2,100 medallions get back to on the road. Additionally, Licensing continued its work to improve customer service through technological innovation, helping to create programming necessary to implement the MRP, expanding capabilities for Licensees to make online payments, and launching a new feature allowing Licensees to view medallion-specific information about upcoming WAV requirements on TLC's online portal. Licensing also continued efforts to modernize TLC systems, streamline licensing processes, and enhance existing operations. This included launching an FHV Corporation Processing Program which allows for bulk processing and a more efficient, centralized operating procedure, as well as improving insurance processing by eliminating the need for over 7,300 licensees to submit individual insurance documents.

Uniformed Services Bureau

The Uniformed Services Bureau (USB) protects Drivers and the public by enforcing TLC Rules and regulations for TLC Licensees. USB's Enforcement Division continued its successful field operations pursuing Vision Zero initiatives through the use of LIDAR equipment and collaborating with the New York City Police Department (NYPD) through joint enforcement operations to address unlicensed activity. In 2021, Enforcement issued 36,467 summonses, an 82% increase compared to the 20,010 issued in 2020. Additionally, since the beginning of the pandemic, Enforcement has assisted with conducting COVID-related business inspections.

USB's Safety and Emissions (S&E) Division protects Drivers and the public by inspecting vehicles to make sure they meet standards for road safety and vehicle emissions. The inspections are conducted on-site at TLC's Woodside inspection facility. In 2021, S&E performed 90,421 New York State vehicle inspections, including 16,739 Taxis, 68,814 FHVs, and 4,868 SHLs. Additionally, S&E worked closely with the Taxi industry to accommodate required inspections to mitigate Driver and vehicle shortages, such as rescheduling appointments throughout the day without any penalties. To continue the support of the industry's recovery, S&E hacked up 122% more Taxis in 2021 than the previous year. Additionally, S&E reviewed and approved two new conversion models for Taxis, and worked to implement the BEV Taxi Pilot Program, significantly expanding the number of EV models that can be used as Taxis. S&E also embarked on a number of customer service initiatives, including educating Licensees on vehicle inspections through multimedia content, social media, and flyers at community events, and notifying licensees of open Notices of Violation to reduce the number of Notices that turn into summonses.

Appendix: Complaint and Summons Data for Calendar Year 2021

The following is an appendix containing complaint and summons information required to be submitted by the New York City Charter.

Table 1: Top Ten Consumer Complaints, Calendar Year 2021

Complaint Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
For Hire Vehicle Complaint - Driver Complaint - Non Passenger - Unsafe Driving	244	272	646	519	577	562	427	395	488	588	648	633	5,999
Lost Property - Bag/Wallet - Backpack	12	13	18	13	20	36	33	32	33	46	58	65	379
Lost Property - Bag/Wallet - Wallet	27	41	35	50	68	82	95	87	118	120	131	135	989
Lost Property - Electronics/Phones - Cell Phone	34	23	58	68	75	109	139	150	121	176	181	134	1,268
Lost Property - Other - Other	20	25	32	24	47	55	51	61	60	58	61	74	568
Taxi Complaint - Driver Complaint - Non Passenger - Unsafe Driving - Non-Passenger	40	40	61	65	87	111	97	86	92	93	99	77	948
Taxi Complaint - Driver Complaint - Passenger - Discourteous	36	30	52	42	47	47	62	68	62	67	69	65	647
Taxi Complaint - Driver Complaint - Passenger - Fare/Tip Complaint	21	38	43	57	49	41	72	63	63	47	75	76	645
Taxi Complaint - Driver Complaint - Passenger - Fare/Tip Complaint - Credit Card	13	17	15	17	18	24	32	27	37	42	44	34	320
Taxi Complaint - Driver Complaint - Passenger - Refused Pick-Up	11	14	21	31	45	77	79	96	124	71	72	60	701
Total	458	513	981	886	1,033	1,144	1,087	1,065	1,198	1,308	1,438	1,353	12,464

Table 2: Outcomes of Consumer Complaints, Calendar Year 2021

Month	Summonses issued	Actual Hearings (including scheduled)	Settlements accepted (as stipulations and after summon issuance)	Defaults	Guilty Pleas	Guilty Pleas (Mail)
January	181	21	361	52	1	0
February	152	17	208	39	3	0
March	153	25	471	37	3	0
April	195	25	347	47	4	0
May	230	32	430	63	5	0
June	314	36	413	95	7	0
July	230	41	507	43	2	0
August	269	47	382	67	2	0
September	306	45	280	65	8	0
October	297	49	523	80	4	0
November	349	100	320	108	2	0
December	179	168	202	0	0	0
2021 Total	2,855	606	4,444	696	41	0

Table 3: Enforcement Statistics, Calendar Year 2021

Manhattan Precincts

Rule Number	Short Description	1	5	6	7	9	10	13	MTS	17	MTN	19
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	853	3	197	306	1	26	223	95	1,199	1,749	376
80-13(a)(2)	Moving Traffic Violations	508	33	284	223	63	168	115	411	1,619	449	834
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	0	0	5	0	0	0	0	0	254	10	8
80-14(g)(1)	Use of Electronic Communication Device	55	15	46	85	14	21	43	45	124	78	43
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	42	19	56	39	24	12	21	275	536	50	97
19-506(b)(1)	Operating Unlicensed Vehicle	2	5	11	2	2	8	2	5	21	12	15
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	3	0	1	0	0	3	1	2	5	8	4
19-506(d)	Unlicensed Driver operating a licensed FHV	3	0	1	0	0	1	0	3	19	19	16
80-24(a)(2)	Required Items in For-Hire Vehicle	3	3	3	27	5	5	18	12	24	27	5

Manhattan Precincts Cont.

Rule Number	Short Description	20	22	23	24	25	26	28	30	32	33	34
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	702	1	5	52	112	21	54	4	0	59	3
80-13(a)(2)	Moving Traffic Violations	433	4	79	54	60	16	43	8	4	36	2
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	0	373	2	6	0	4	0	0	2	0	0
80-14(g)(1)	Use of Electronic Communication Device	62	3	12	30	24	3	29	2	0	12	1
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	52	0	4	16	8	1	14	4	0	16	0
19-506(b)(1)	Operating Unlicensed Vehicle	4	4	2	0	10	2	15	1	2	20	3
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	2	1	7	1	19	9	79	13	4	94	12
19-506(d)	Unlicensed Driver operating a licensed FHV	5	1	3	0	8	4	37	4	1	24	4
80-24(a)(2)	Required Items in For-Hire Vehicle	10	10	5	2	12	4	12	2	0	11	0

Bronx Precincts

Rule Number	Short Description	40	41	42	43	44	45	46	47	48	49	50	52
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	0	0	0	47	15	8	0	0	0	24	7	11
80-13(a)(2)	Moving Traffic Violations	47	0	0	22	15	8	0	1	2	17	3	27
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	0	0	0	0	0	0	0	0	0	0	0	0
80-14(g)(1)	Use of Electronic Communication Device	17	0	0	8	10	1	0	0	0	2	1	7
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	15	0	0	8	5	1	0	0	0	0	2	1
19-506(b)(1)	Operating Unlicensed Vehicle	79	0	0	17	39	13	0	4	0	7	9	7
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	266	1	0	45	75	6	1	0	0	30	19	28
19-506(d)	Unlicensed Driver operating a licensed FHV	69	1	0	10	17	0	1	0	0	8	2	5
80-24(a)(2)	Required Items in For-Hire Vehicle	11	0	0	2	5	0	0	0	0	0	1	3

Brooklyn Precincts

Rule Number	Short Description	60	61	62	63	66	67	68	69	70	71	72	73
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	65	15	10	2	11	0	19	11	64	4	30	0
80-13(a)(2)	Moving Traffic Violations	35	38	28	8	4	0	71	0	25	3	32	0
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	0	0	0	0	0	0	0	0	0	0	0	0
80-14(g)(1)	Use of Electronic Communication Device	2	1	2	0	1	0	2	0	1	1	1	0
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	1	1	5	2	1	1	2	0	2	3	2	1
19-506(b)(1)	Operating Unlicensed Vehicle	3	2	0	18	3	39	2	0	13	10	23	0
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	4	0	0	0	0	2	1	0	0	0	5	0
19-506(d)	Unlicensed Driver operating a licensed FHV	6	2	4	1	3	1	6	0	4	0	18	0
80-24(a)(2)	Required Items in For-Hire Vehicle	4	1	0	0	0	0	1	0	1	0	1	0

Brooklyn Precincts Cont.

Rule Number	Short Description	75	76	77	78	79	81	83	84	88	90	94
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	10	21	0	14	0	0	38	866	45	504	1170
80-13(a)(2)	Moving Traffic Violations	1	7	0	46	4	1	9	103	10	49	118
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	0	1	0	0	0	0	0	22	0	3	592
80-14(g)(1)	Use of Electronic Communication Device	0	0	0	9	0	0	5	75	11	41	104
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	0	0	2	4	1	0	0	27	2	49	20
19-506(b)(1)	Operating Unlicensed Vehicle	8	0	0	7	2	0	0	4	0	2	3
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	1	0	0	10	0	0	0	7	3	9	3
19-506(d)	Unlicensed Driver operating a licensed FHV	1	0	1	3	1	0	1	11	0	9	10
80-24(a)(2)	Required Items in For-Hire Vehicle	0	1	0	4	1	0	1	31	0	15	65

Queens Precincts

Rule Number	Short Description	100	101	102	103	104	105	106	107	108
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	1	0	0	211	1	13	48	18	667
80-13(a)(2)	Moving Traffic Violations	1	0	1	26	1	1	31	5	1,040
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	0	0	0	0	0	0	2	0	524
80-14(g)(1)	Use of Electronic Communication Device	0	0	0	1	0	1	2	2	159
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	0	0	0	6	0	0	2	0	46
19-506(b)(1)	Operating Unlicensed Vehicle	0	0	0	56	0	10	2	0	7
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	0	0	0	1	0	1	1	0	3
19-506(d)	Unlicensed Driver operating a licensed FHV	0	0	0	2	0	1	2	0	13
80-24(a)(2)	Required Items in For-Hire Vehicle	0	0	0	0	0	0	0	1	71

Queens Precincts Cont.

Rule Number	Short Description	109	110	111	112	113	114	115	JFK	LGA
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	81	232	3	76	5	134	981	0	0
80-13(a)(2)	Moving Traffic Violations	574	168	3	92	5	86	172	107	21
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	41	15	0	6	0	24	75	0	0
80-14(g)(1)	Use of Electronic Communication Device	46	12	0	5	1	41	53	37	15
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	11	24	0	2	0	13	30	0	0
19-506(b)(1)	Operating Unlicensed Vehicle	18	29	0	7	30	0	43	412	196
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	6	52	0	3	6	7	89	155	87
19-506(d)	Unlicensed Driver operating a licensed FHV	11	24	0	3	1	5	69	38	7
80-24(a)(2)	Required Items in For-Hire Vehicle	17	9	0	6	0	20	50	2	0

Staten Island Precincts

Rule Number	Short Description	120	121	122	123
80-13(a)(3)(viii)	Hazardous Violations - Vision Zero.	63	0	2	0
80-13(a)(2)	Moving Traffic Violations	41	3	0	0
80-13(a)(3)(i)(b)	Hazardous Violations - Vision Zero.	79	0	0	0
80-14(g)(1)	Use of Electronic Communication Device	0	0	0	0
80-13(a)(3)(vii)	Hazardous Violations - Vision Zero.	2	0	0	0
19-506(b)(1)	Operating Unlicensed Vehicle	4	6	0	0
59a-25(a)(1)	Passenger Trips by Pre-Arrangement Only	0	0	0	0
19-506(d)	Unlicensed Driver operating a licensed FHV	2	0	0	0
80-24(a)(2)	Required Items in For-Hire Vehicle	0	0	0	0