



TLC Factbook 2020

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NYC
Taxi & Limousine
Commission

TLC FACTBOOK

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New York City's for-hire industry has undergone significant change in the two years since the Taxi & Limousine Commission (TLC) published its 2018 Factbook. The TLC has continued to adapt its regulatory policies to various rapid technological advances in ways that serve drivers, passengers, and small business owners in the city.

In 2019, the TLC implemented rules that mandate minimum per-trip payment for drivers dispatched by the major app companies. The driver pay rules are based on a groundbreaking study of app driver economics that took into account the actual expenses of app drivers, who often bear the risks and costs of operating in the industry, and developed a minimum pay formula to ensure full-time drivers receive after-expenses pay that equals or exceeds the City's minimum wage of \$15 per hour. The New York City Council enacted a one-year pause on issuing new For-Hire Vehicle (FHV) licenses to ease congestion and gave the TLC, for the first time, the power to regulate the number of FHV vehicle licenses. The legislation created an exception for wheelchair accessible vehicles (WAVs). One year later, in 2019, the TLC renewed this license pause for an additional year and added another exception for battery electric vehicles (BEVs). These policies will protect driver pay by while increasing accessible vehicles and helping the City to meet its goal to reduce carbon emissions.

In addition to driver pay and anti-congestion measures, the TLC has increased its data collection and analysis since the 2018 Factbook was published. The agency is the first regulator in the country to collect trip data including origin-destination and duration from the newly-created High Volume For-Hire Services (HVFHS) sector. These companies are also required to report driver income to enable the TLC to monitor driver pay.



Guide to the 2020 Factbook



Medallion Taxi



Wheelchair
Accessible
Medallion Taxi



Street Hail
Livery



Wheelchair
Accessible
Street Hail Livery



High Volume
For-Hire Services
Vehicle



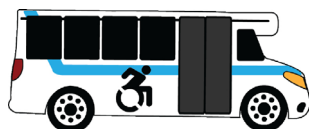
Traditional For-Hire
Service Vehicle



Wheelchair Accessible
High Volume and
Traditional For-Hire
Service Vehicle



Commuter
Van



Paratransit
Vehicle

The 2020 TLC Factbook examines trends in New York City's for-hire industries from January 2018 through December 2019, unless otherwise noted. Information is included on all segments of the industry. The TLC has released a [separate publication](#) summarizing the COVID-19 pandemic's impact on the FHV sector; this period is generally not analyzed here in order to present industry trends of the larger time period in general terms. Segments of the for-hire industries are detailed in the "Regulated Industries" section of the Factbook.

Drivers and vehicles are referred to in the Factbook as active and/or licensed. In this context, a "licensed" driver or vehicle means one currently in good standing with the TLC's Licensing division. As well, "active" refers to drivers or vehicles that completed at least one trip in a specified time period.

This page shows the colors and icons used throughout the Factbook to represent the vehicle sectors the TLC regulates.

Color Legend



Yellow Medallion Taxi



Green Street Hail Livery



High Volume For-Hire Vehicle



Traditional For-Hire Vehicle

TLC-Regulated Industries

Medallion taxicabs are often referred to as Yellow taxis. A fixed number of medallion licenses grant access for these vehicles to perform street hails and electronically-hailed trips (E-Hail) anywhere in the city. Vehicles are inspected three times per year; two inspections occurring at the TLC's inspection facility, and another occurring at any NYS-certified inspection facility. When hailed on the street, taxi fares are set by the TLC and based on an initial charge, elapsed time and distance, plus surcharges. The TLC is also piloting the use of binding, upfront fare quotes in taxis through licensed E-Hail companies.

Street Hail Liveries (SHLs) are also known as Green or boro taxis. They began providing service to New Yorkers in August 2013. Fares are set by the TLC on street hails to match those in Yellow taxis, while fares for Green taxis can accept street hails and E-Hails in Upper Manhattan, and anywhere in the Bronx, Brooklyn, Queens, and Staten Island. Green taxis can also be dispatched by FHV bases for pre-arranged trips. They cannot pick up passengers at airports unless the trip is pre-arranged through a base. SHLs are inspected twice per year by the TLC.

FHV service is divided into two distinct groups based on the dispatching base: Traditional FHV and High Volume For-Hire Services (HVFHS). Traditional FHV service encompasses trips that are dispatched

by FHV bases that provide under 10,000 trips per day and include the black car, livery and luxury limousine segments. If a base dispatches over 10,000 trips per day, it will need to acquire an additional HVFHS license. HVFHS bases are subject to heightened data reporting requirements. Currently, the four FHV bases that fall into the HVFHS category are app-based ridesharing companies, Lyft, Uber, Via, and Juno¹. Combined, these bases account for more than 80% of all FHV trips. Across the FHV sector, vehicles are inspected every other year at the TLC's inspection facility, and three times per year at a DMV facility. FHV's cannot pick up street hails anywhere in New York City.

Commuter vans operate flat-rate rides throughout New York City within specific service areas approved by the New York City Department of Transportation, typically in areas that lack alternative public transportation options. Commuter vans must be visually inspected by the TLC every two years and require a DOT inspection every 6 months.

Paratransit vehicles provide pre-arranged service for medical-related purposes. Trips are usually to and from healthcare facilities, and vehicles must be dispatched by a paratransit base. These vehicles must be visually inspected by TLC every two years and require a DOT inspection every 6 months.

¹ As of November 2019, Juno no longer operates in New York City.

Industry Overview

Licensed Vehicles



Yellow taxis



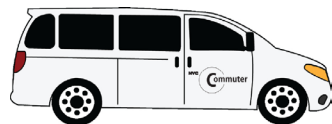
Green taxis



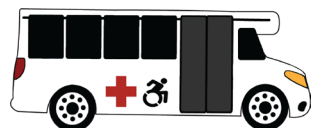
HVFHS



Traditional FHV



Commuter van



Paratransit

Vehicle Count	Operation	Average Age
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13,587

Provides street hail and pre-arranged service via E-Hail applications

4.5 years

2,895

Provides street hail and pre-arranged service from Upper Manhattan and the outer boroughs

7.5 years

78,620

Pre-arranged trips dispatched from a High Volume base (HVFHS)

4.2 years

23,043

Pre-arranged trips dispatched from a traditional base, including Black Car, Livery, and Luxury Limousine

5.3 years

92

Provide flat rate trips in areas typically with low transit access





9.0 years

161

Medically-related transportation that is dispatched from an affiliated base

5.0 years

Engine Type

	Conventional Gasoline	Hybrid
	41%	59%
	58%	42%
	90%	10%
	268 Battery Electric FHV's	

The TLC currently licenses over 118,000 vehicles and nearly 185,000 drivers operating from over 1,000 bases.

As of Summer 2020, 59% of all Yellow taxis, 42% of Green taxis, and 20% of FHV's have hybrid engines. Notably, the FHV sector also has a significant number of BEVs, with 268 zero emissions vehicles to date. The most common TLC-licensed vehicle across all industry sectors is the Toyota Camry. Toyota Priuses are common to both Yellow and Green taxis. The former Taxi of Tomorrow, the Nissan NV200, is still a Yellow. Among traditional and High Volume, Toyota Highlanders, Honda Accords, and Toyota Siennas are also all common.

Top Vehicle Models by Sector



Toyota Camry
Nissan NV200
Toyota Prius

Toyota Camry
Ford Escape
Toyota Prius

Toyota Camry
Toyota Highlander
Honda Accord

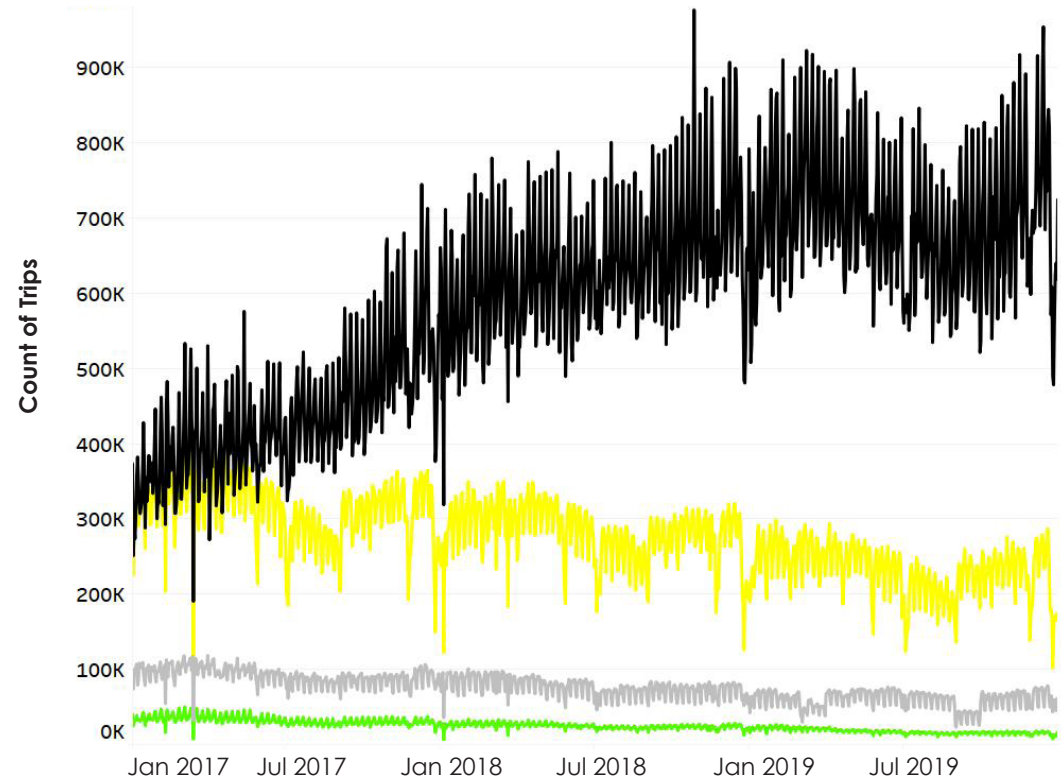
Toyota Camry
Toyota Sienna
Toyota Highlander

Trip Trends

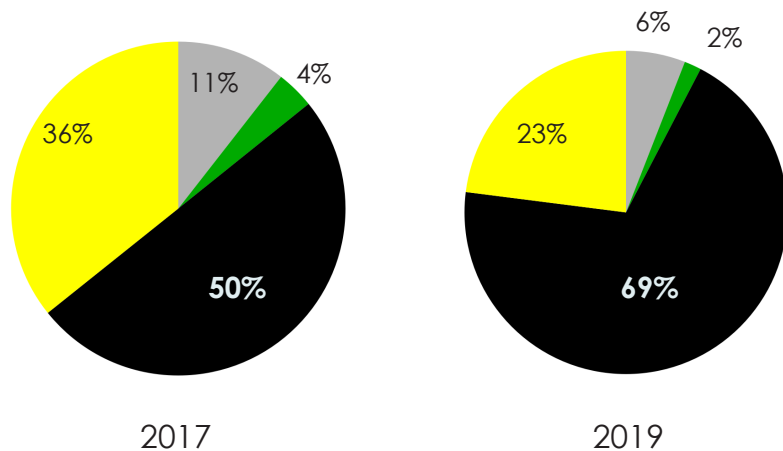
As displayed on the right, daily trip counts in TLC-licensed vehicles have increased steadily in the past three years, from 870,000 in early 2017 to just over 1,000,000 by the end of 2019.

The highest daily trip count on record is 1.37 million trips, which occurred on Saturday, October 27th, 2018. The lowest trip count during this time period occurred on January 4th, 2018 with 483,000 trips and coincided with a major snowstorm in New York City.

Trip Counts Per Day

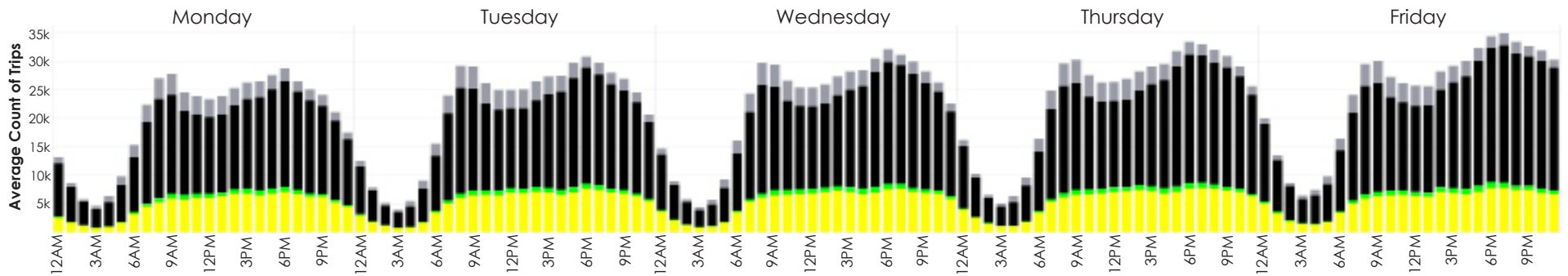


Average Daily Trip Volume Proportions by Sector



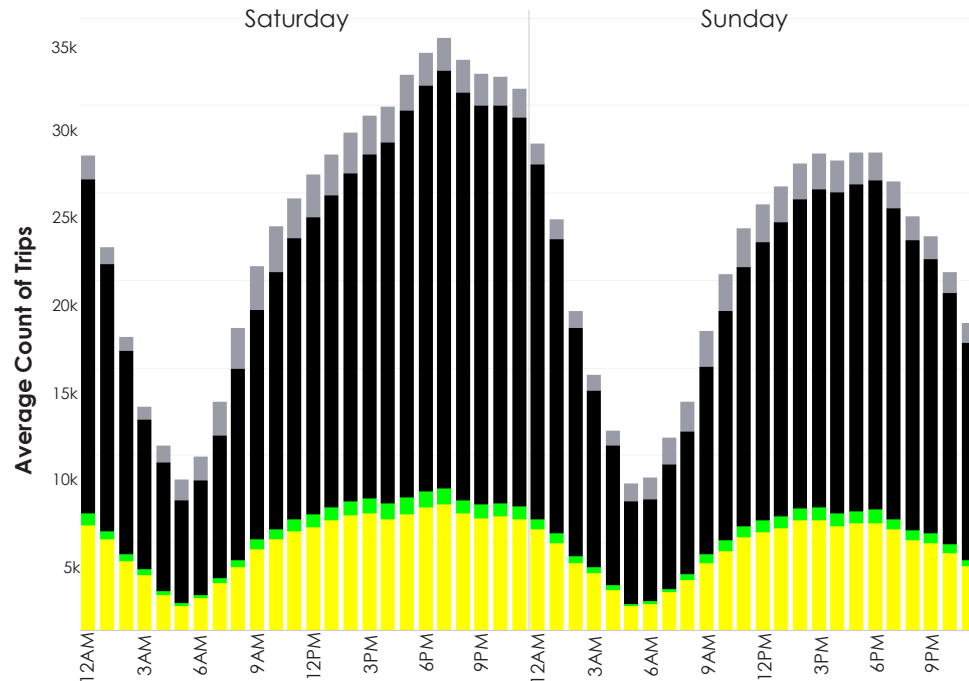
Trip volume growth in the recent past is largely due to the growth of the HVFHS sector. These companies completed an average of 439,000 trips per day in 2017 compared to 701,000 average daily trips in 2019. As a result of this increase, HVFHS accounted for 69% of daily average trips in 2019, compared to 50% in 2017.

Average Weekday Trips by Hour



TLC-licensed vehicles across all sectors are most active during the weekday rush hour and also on Saturday evenings. While Yellow cabs reach their peak trip period during the morning and afternoon rush hours, they are nearly as active during the weekday mid-day hours. FHV's display a similar pattern, but with higher peaks during the rush hours and a noticeable dip during weekday mid-day hours.

Average Weekend Trips by Hour



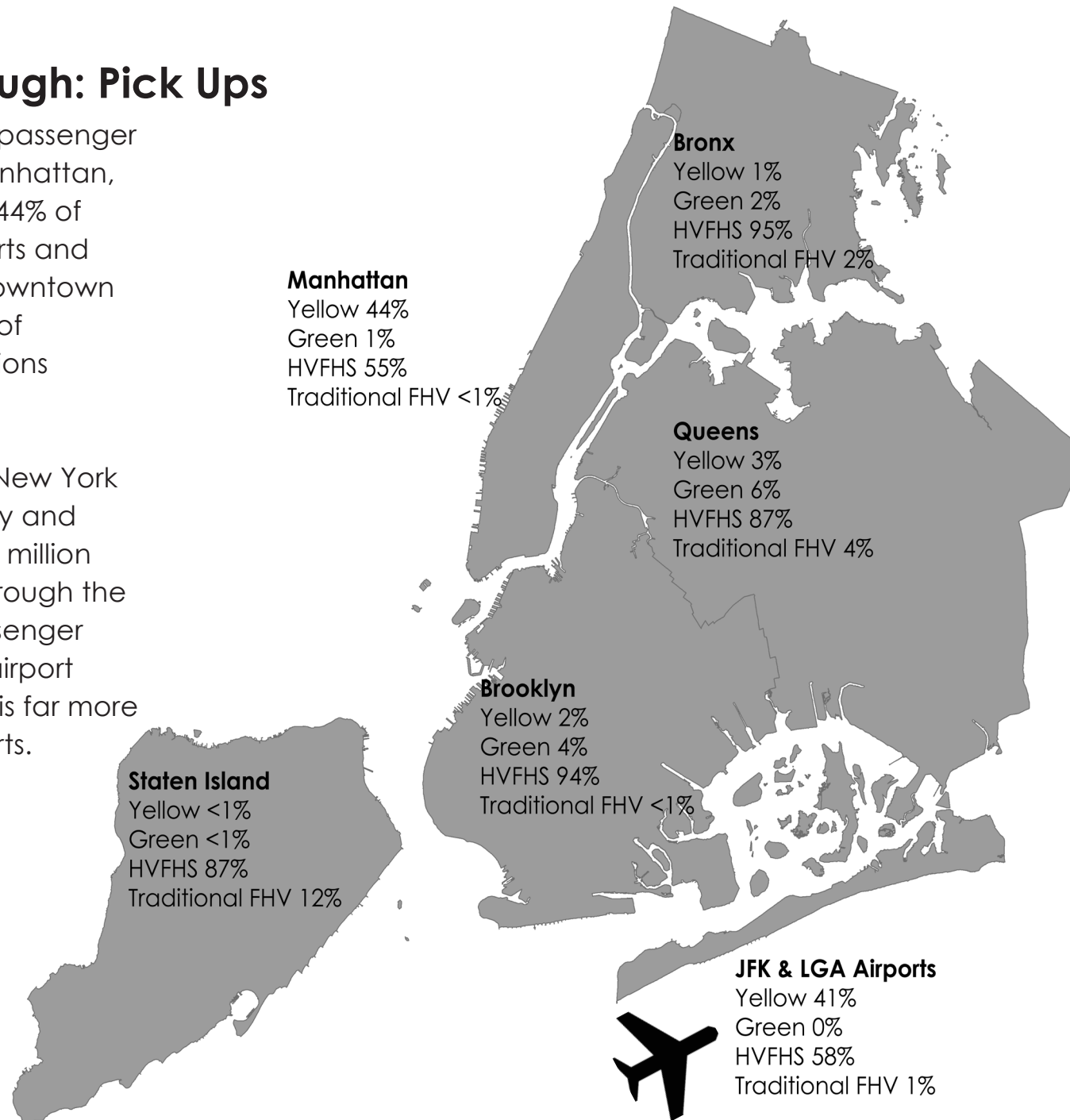
Saturday and Sunday evenings show a much higher volume of activity, along with fewer trips earlier in the day, compared to weekdays.

High Volume For-Hire Services' weekend trip averages demonstrate that the sector's trip volumes are far more variable during the evening hours than many of the other sectors.

Sector Activity by Borough: Pick Ups

HVFHS accounted for over 85% of passenger pickups in all boroughs except Manhattan, where Yellow taxis accounted for 44% of all pickups in 2018 and 2019. Airports and neighborhoods in Midtown and Downtown Manhattan comprise the majority of medallion passenger pickup locations during this time period.

Passengers travelling to and from New York City's two airports, John F. Kennedy and LaGuardia, accounted for over 47 million trips from the beginning of 2018 through the end of 2019. During that time, passenger pickups accounted for 53% of all airport trips. Passengers utilized Yellow taxis far more for pickups than drop-offs at airports.



Highest Average Monthly Pick-Ups by Neighborhood 2018-2019



Upper East Side: 315,000



East Harlem: 41,000



East Village: 330,000



Flushing: 10,000

Sector Activity by Borough: Drop-Offs

Yellow taxis are highly utilized for travel within Manhattan. Ninety-seven percent of medallion pickups occurred in Manhattan and 92% of drop-offs occurred within the other four boroughs. HVFHS are universally used both in and outside of Manhattan.

Passengers are more inclined to use HVFHS to travel to a New York airport than from the airport. HVFHS accounted for 80% of drop-offs at LaGuardia and JFK.

Manhattan
 Yellow 45%
 Green 1%
 HVFHS 53%
 Traditional FHV <1%

Bronx
 Yellow 3%
 Green 2%
 HVFHS 90%
 Traditional FHV 5%

Queens
 Yellow 7%
 Green 5%
 HVFHS 83%
 Traditional FHV 5%

Brooklyn
 Yellow 6%
 Green 3%
 HVFHS 90%
 Traditional FHV 1%

Staten Island
 Yellow <1%
 Green <1%
 HVFHS 87%
 Traditional FHV 12%

JFK & LGA Airports
 Yellow 17%
 Green 1%
 HVFHS 80%
 Traditional FHV 2%

Highest Average Monthly Drop-Offs by Neighborhood 2018-2019



Upper East Side: 294,000



East Harlem: 20,400



JFK Airport: 356,000



JFK Airport: 14,000



Trip Accessibility and Safety

Accessibility

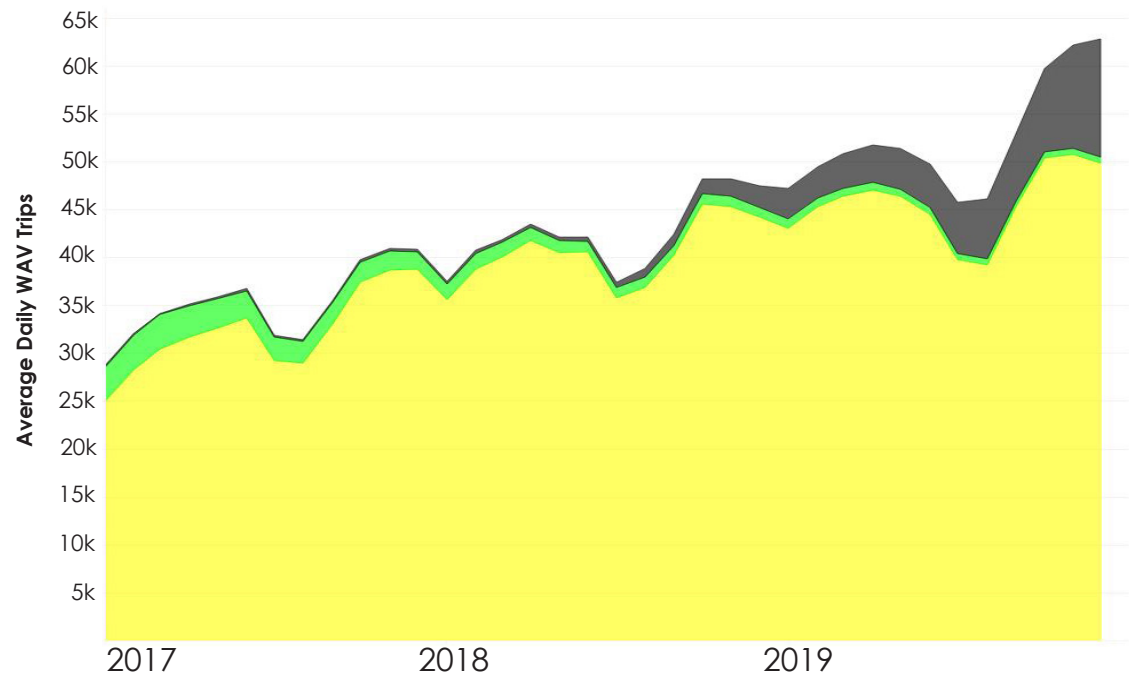
In 2018 the TLC required all FHV bases to provide accessible service. As a result, licensed WAVs in the Livery and Black Car sectors increased sixty-fold, from 20 vehicles at the end of 2015, to 1,210 by the end of 2019. During the same time period, Yellow taxis also saw an increase in WAVs from 543 to 3,171 vehicles.



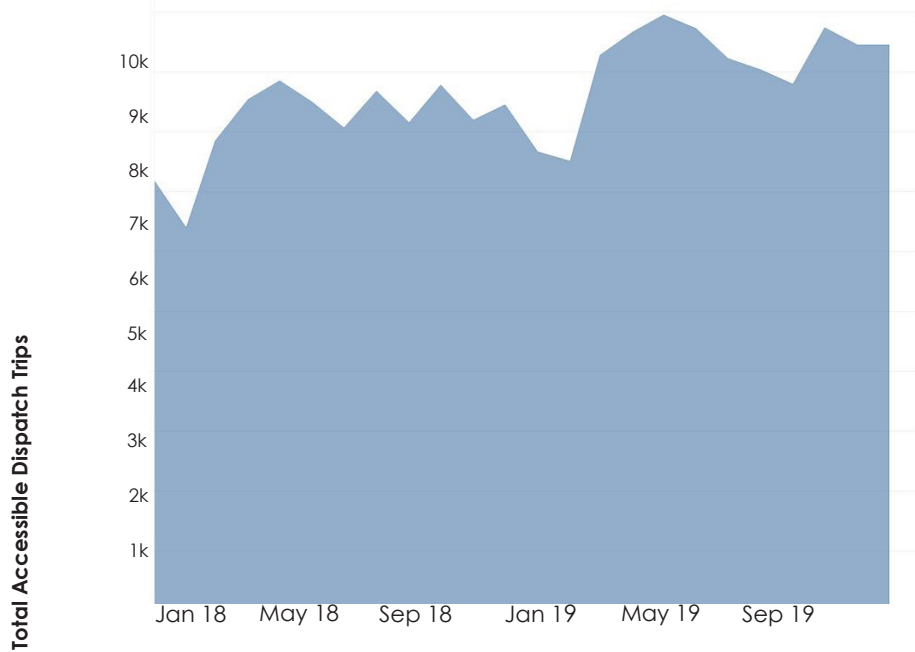
	2015	2017	2019
Yellow WAVs	543	2,020	3,171
Green WAVs	962	293	136
Black WAVs	20	71	1,210

In January 2018, WAVs accounted for around 37,000 trips per day across all sectors. By December 2019, the number of trips done in WAVs increased by 70%, to be around 63,000 trips per day. Through the TLC's Taxi Improvement Fund (TIF) program, funding is available for WAV Yellow and Green taxi owners and drivers to offset costs. In 2018 and 2019, \$21.9 million was granted through the fund, paid for by a 30-cent surcharge on all Yellow and Green taxi trips.

Average Daily Trips in WAV



Accessible Dispatch Trip Volumes



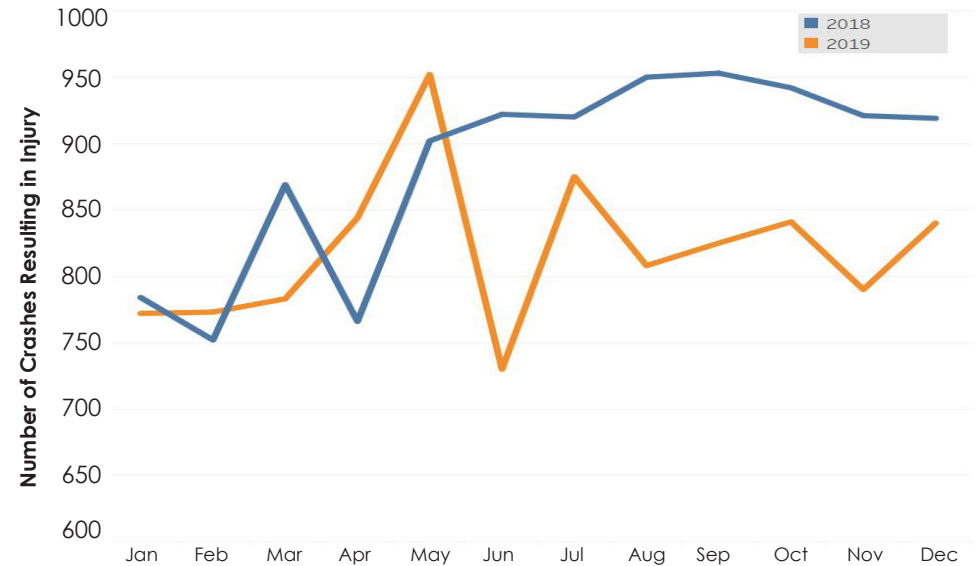
The TLC's Accessible Dispatch program was initiated in 2012 within Manhattan, allowing New Yorkers to request wheelchair accessible vehicles (WAVs) in advance or on demand. In January 2018, the program was expanded to all 5 boroughs.

As shown above, trips have increased steadily since the program's expansion, from 7,200 in January 2018 to almost 9,500 in December 2019, an increase of more than 30%.

Safety & Honor Roll

The safety of passengers, drivers, and the pedestrians, cyclists and others they share the streets with, is a top priority of the TLC. To recognize safe driving, the TLC hosts an annual Driver Honor Roll ceremony. This ceremony celebrates drivers with outstanding consecutive years-long safety records. The 2019 Honor Roll included 433 drivers from all industry sectors.

Crashes with Injuries

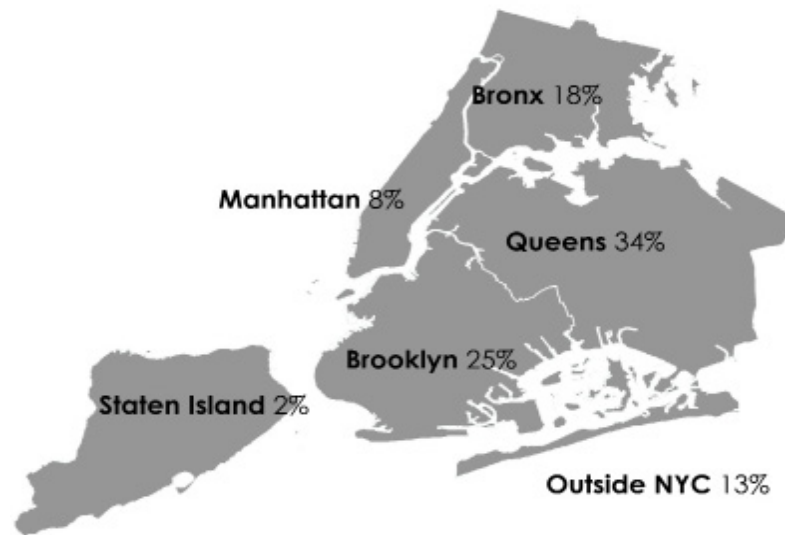


As a lead Vision Zero agency, TLC monitors all crashes involving TLC-licensed vehicles. As displayed above, from 2018 to 2019, the average number of crashes involving a TLC-licensed vehicle resulting in an injury declined from 883 to 819 per month. TLC-licensed vehicles were involved in 40 crashes resulting in serious injury or fatality in 2018 and 32 in 2019, as serious injury crashes declined by half to just 12 in 2019.

Driver Demographics

There are currently 185,000 TLC-licensed drivers. A TLC-licensed driver has the ability to work for any sector of the industry at any time, as long as the license is active. For analytical purposes, the TLC sometimes attributes a driver to particular sector by using the highest trip count from each sector the driver works in. This is done using a combination of vehicle and trip records. Where applicable, the results in the following pages are calculated using this methodology.

Driver Residence



Over 86% of active TLC-licensed drivers live in New York City. Of these, the majority (80%) live outside of Manhattan. Queens is the borough where most drivers live (34%), followed by Brooklyn (25%).

Queens is also the most popular borough for drivers at the sector level, with a notable 49% of medallion drivers and 40% of HVFHS drivers residing in the borough.

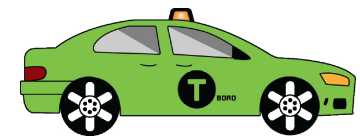
Driver Gender

TLC-licensed drivers active in 2018 and 2019 were 95% male and 5% female. The Traditional FHV sector has the highest proportion of female drivers, at 5%, while the medallion segment has the lowest, with fewer than 1%. Both FHV sectors have seen increases in the proportion of female drivers within the last few years.

Proportion of Female Drivers 2018-2019



Yellow <1% Female



Green: 1% Female



High Volume: 4% Female

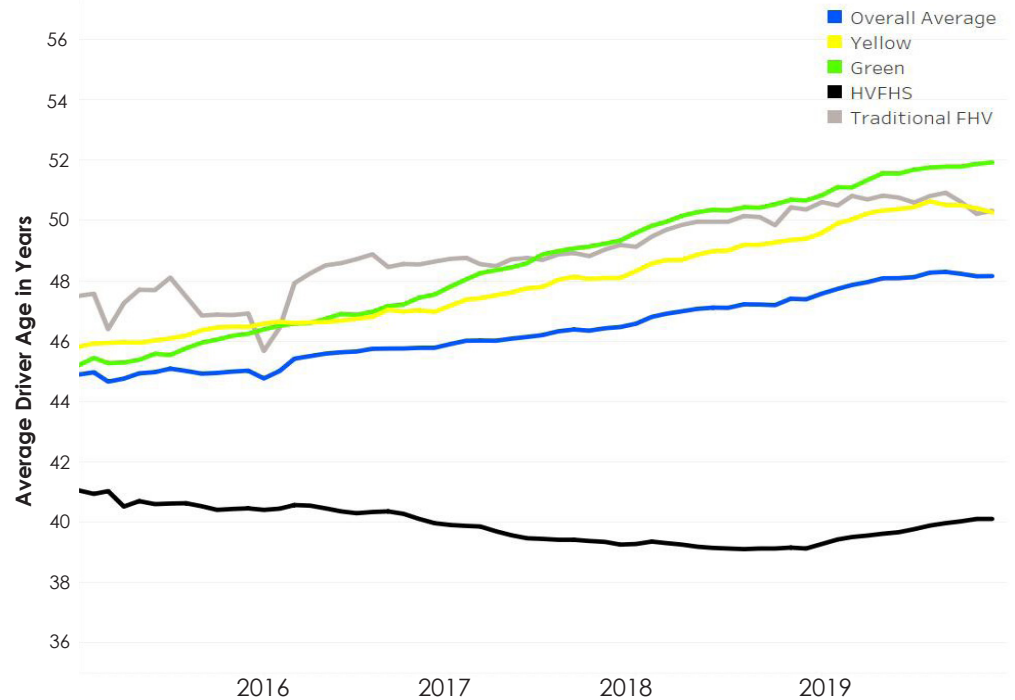


Traditional FHV: 5% Female

Driver Age

The High Volume For-Hire Services sector has, on average, the youngest drivers, with an average age of 40.1 years old by the end of 2019. Green taxi drivers tend to be the oldest group, with an average age of 52. The average for the medallion cab sector is 50.

To the right, the blue line indicates the average age of all TLC-licensed drivers, across sectors.



Country of Birth By Industry



Yellow Medallion

- Bangladesh 23%
- Pakistan 9%
- India 8%
- Haiti 6%
- United States 4%
- Ghana 4%
- Egypt 4%
- Morocco 3%
- Dominican Republic 2%
- Senegal 2%



Street Hail Livery

- Bangladesh 23%
- Pakistan 12%
- Dominican Republic 12%
- India 8%
- Ecuador 3%
- United States 3%
- Haiti 3%
- Egypt 3%
- Guinea 3%
- Côte d'Ivoire 2%



High Volume

- Dominican Republic 14%
- United States 9%
- Bangladesh 9%
- Pakistan 9%
- India 5%
- Uzbekistan 3%
- China 3%
- Haiti 3%
- Egypt 3%
- Nepal 3%



Traditional FHV

- Dominican Republic 31%
- United States 8%
- Pakistan 6%
- Ecuador 6%
- China 5%
- India 4%
- Bangladesh 4%
- Uzbekistan 3%
- Haiti 3%
- Egypt 2%

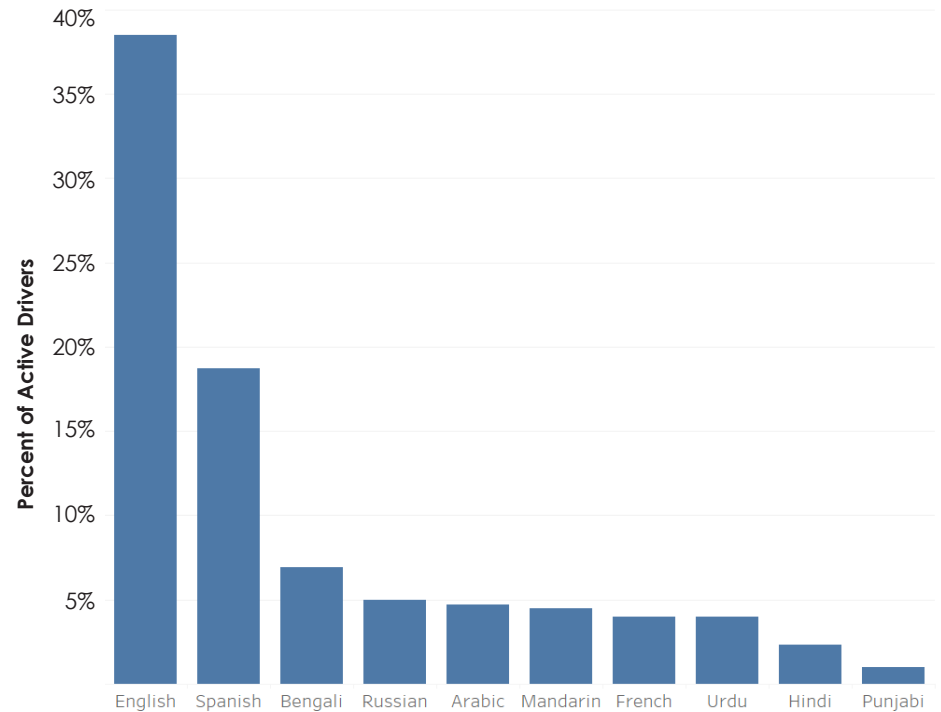
Primary Languages Spoken

TLC-licensed drivers speak 123 languages. The five most spoken languages are English (42%), Spanish (18%), Bengali (7%), Russian (5%), and Arabic (5%).

English and Bengali are the most spoken primary language among Yellow and Green drivers, while Spanish is the common primary language in traditional FHV and HVFHS sectors.

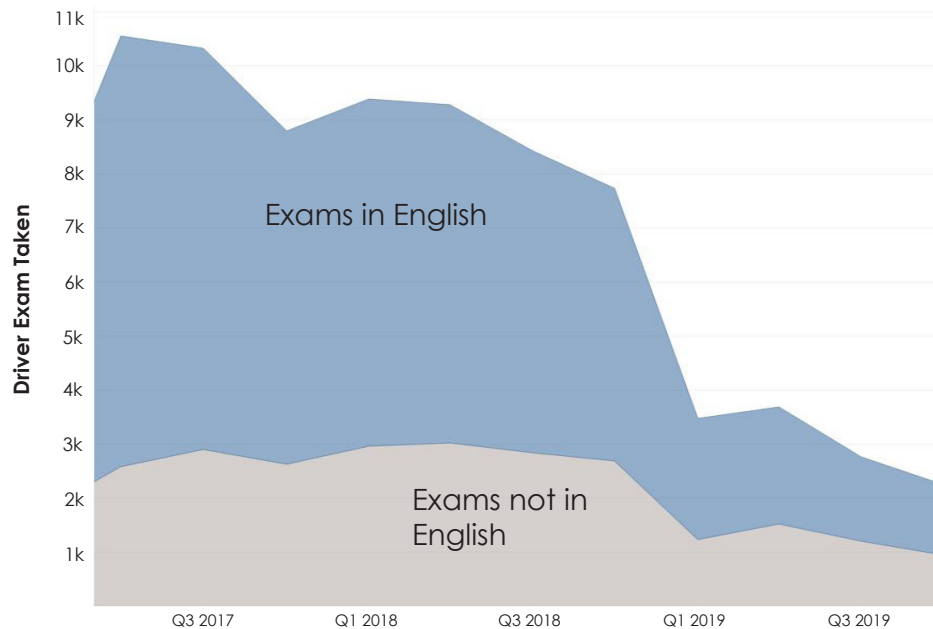
Driver Exams by Language

Before earning their TLC license, prospective drivers are required to complete a 24-hour course and pass an 80-question exam that covers traffic safety, customer service, geography, and the City's Human Rights Law.



The courses and exams are offered in Arabic, Bengali, Chinese, English, Russian, Spanish, and Urdu. The second quarter of 2017 had the highest number of exams taken, at 10,543. The fourth quarter of 2019 had the lowest number of exams taken, at 2,239. This decrease mirrors the decrease in driver license applications after the City paused the issuance of new vehicle licenses in 2018.

Drivers have completed more than 200,000 wheelchair accessible vehicle trainings to improve the passenger experience for those with limited mobility.



Acknowledgements

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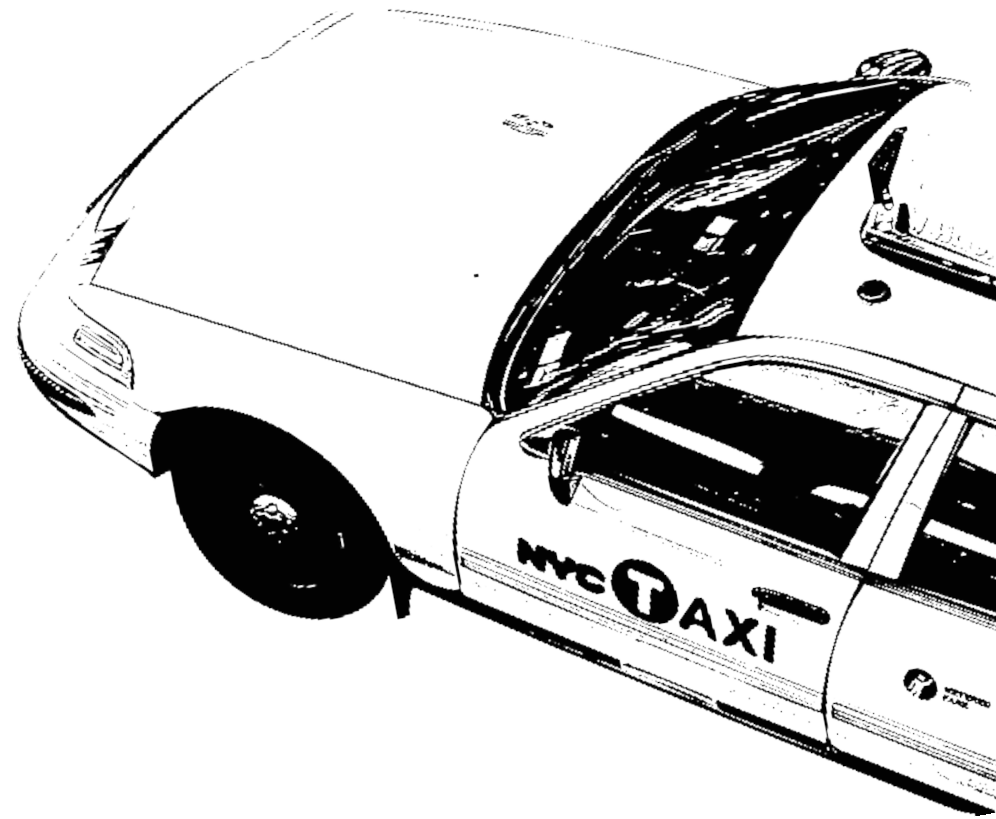
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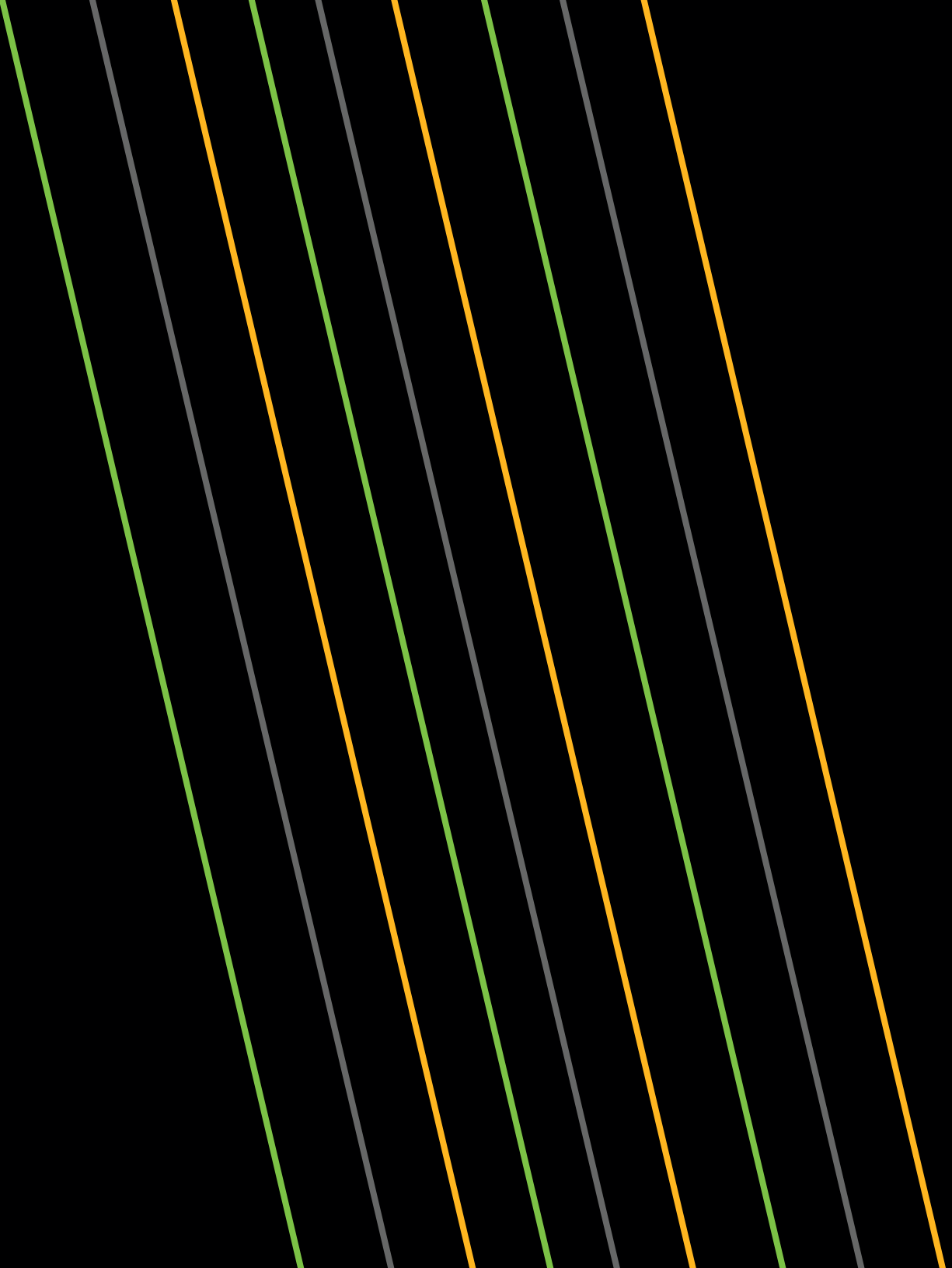
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