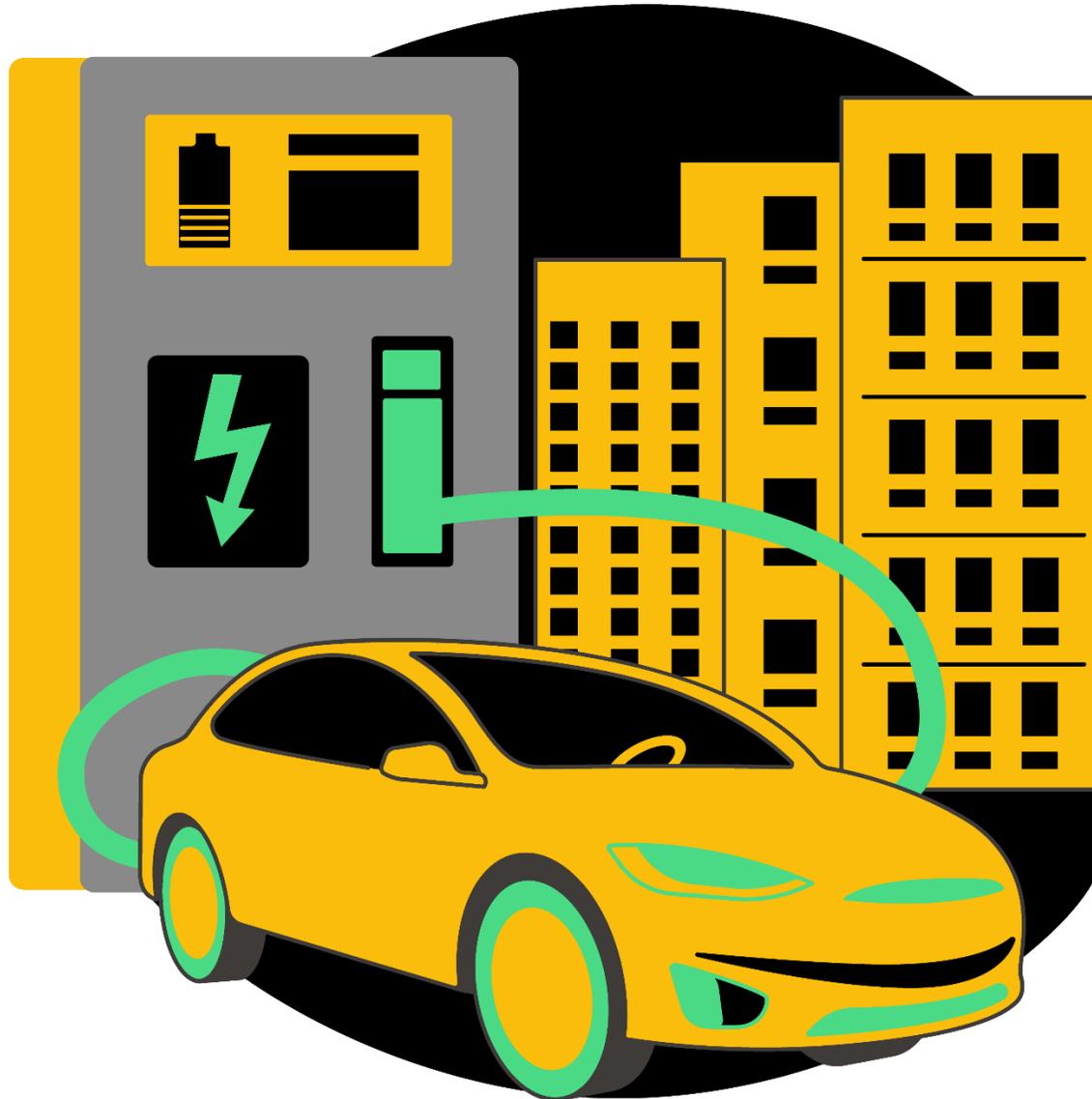


New York City Taxi and Limousine Commission

2022 Annual Report

January 2023



NYC
Taxi & Limousine
Commission

Table of Contents

1. [Mission and Budget](#)
2. [Taxi and Limousine Commission Structure and Board Members](#)
3. [Licensees Regulated by TLC](#)
4. [Commission Meetings and Rulemaking Actions](#)
5. [Policies, Initiatives, and Agency Highlights](#)
6. [Appendix: Complaint and Summons Data for Calendar Year 2022](#)

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) 2022 Annual Report. As the city has continued to recover from the COVID-19 pandemic, the resurgence of for-hire transportation in 2022 was notable as workers returned to the office, tourism rebounded, air travel reached pre-pandemic levels, and our social lives returned to some sense of normalcy. When New Yorkers and visitors needed a way to get where they needed to go, whether in the depths of the pandemic or in this past year, for-hire drivers were up to the task. As demand for for-hire transportation inches closer to 2019 levels, we are looking forward to the continued recovery of all TLC-licensed sectors.

In order to ensure the strength of TLC-licensed transportation and, ultimately, to ensure that all New Yorkers and visitors have safe, reliable, and accessible transportation options, TLC has taken significant steps in my first year at the helm. In January, TLC released its Taxi Strategic Plan, a report that includes 40 initiatives developed in partnership with industry stakeholders to ensure the long-term viability of the taxi sector. Many of these initiatives are already completed, from the full implementation of the Medallion Relief Program to the increase in taxi fares.

The Medallion Relief Program (MRP) has been a gamechanger for medallion owners and the taxi industry, with over \$334 million in relief provided for the owners of over 1,700 medallions, and counting. Medallion owners can get free legal representation and financial counseling through TLC's Owner/Driver Resource Center, which will help them negotiate their principal balance and monthly payments down to a sustainable level. While the MRP continues to address existing debt issues and sets the taxi industry up for success, we are also working to make sure that operating a taxi is a financially viable decision going forward. In that vein, TLC also increased the taxi metered rate of fare for the first time in 10 years. While passenger demand for taxis has been high, there are still many taxis and taxi drivers who have been slow to return to the road following the pandemic. Raising the fare in light of high inflation, increased driver expenses, high fares in other sectors, and a tight labor market will encourage medallion owners and taxi drivers, through increased revenue potential, to provide more passenger service—a win/win for drivers and passengers. As we look towards 2023, we will continue to identify ways that we as a regulator can improve conditions for both our licensees and the passengers they service.

As you will read in the rest of this report, in addition to addressing taxi economics, TLC had a busy 2022. We released our report, *Charged Up!*, on electrifying the TLC-licensed fleet, with a goal of electrifying the vast majority of the fleet by 2030. We were set to increase driver pay for high-volume drivers, but the raise was halted when Uber sued to stop it. We made great strides in data transparency, moving the release of our trip data to every month instead of every six months and creating two new data dashboards so that you don't need to be a data scientist to review and analyze industry metrics and trends. And we've continued to make great strides in increasing wheelchair accessibility in both the taxi and for-hire vehicle fleets.

As my first calendar year as the TLC Commissioner closes, I have been incredibly impressed by and grateful for the hardworking and dedicated TLC staff, a workforce of nearly 600 public servants. Whether it is our enforcement officers, inspectors, program administrators, lawyers, policy analysts, administrative staff, or the many others that make up our team, they have been consummate professionals during what has been a trying last few years for all of us. I am thrilled to have such a capable agency as we work towards implementing innovative and exciting new policies in 2023.

Sincerely,
David Do
Commissioner/Chair

Mission and Budget

The Taxi and Limousine Commission (TLC), created by Local Law 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), commuter vans, 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) 2022, TLC operated on a budget of \$66,077,398, comprising \$36,768,899 for Personal Services and \$29,308,499 for Other than Personal Services, with an authorized headcount of 561. The FY 2023 budget is \$155,512,440 comprising \$40,681,741 for Personal Services and \$114,830,699 for Other than Personal Services, with an authorized headcount of 561.

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.

David Do

David Do was nominated by Mayor Adams to be the Chair and Commissioner of the Taxi and Limousine Commission in April 2022. Prior to his time at TLC, Commissioner Do served as the Director of the Washington, D.C. Department of For-Hire Vehicles (DFHV), where he oversaw the city's fast-moving and competitive for-hire vehicle industry. Prior to his service at DFHV, Commissioner Do served as the Director of the Washington, D.C. Mayor's Office on Asian and Pacific Islander Affairs, where he worked to improve the quality of life for thousands of D.C. Asian Americans and Pacific Islanders (AAPI).

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.

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 (served for part of 2022)

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.

Elisa Velazquez

Commissioner Velazquez was appointed by the Mayor in 2022. Commissioner Velazquez currently serves as Deputy Chief Financial Officer and Deputy Commissioner for the New York City Department of Environmental Protection (DEP) where she oversees several critical functions including Expense and Miscellaneous Revenue Budget, Facilities Maintenance and Construction, the Agency Chief Contracting Office and Executive Support and Administration. Prior to serving in her current role, Commissioner Velazquez was the Agency Chief Contracting Officer (ACCO) and Assistant Commissioner where she managed the procurement and fiscal operations for New York City's water and wastewater utility.

Licensees Regulated by TLC

The Taxi & Limousine Commission licenses and regulates for-hire transportation in New York City, including drivers, vehicles, and related businesses. In 2022 there were 173,980 drivers licensed by TLC. The TLC Driver License is a single license that allows the holder to operate a taxi, street hail livery (green cab), black car, livery, 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 2022, 660 drivers held a paratransit license and 85 drivers held a commuter van driver license.

More than 100,000 vehicles are licensed by TLC. This includes 13,587 taxis authorized to accept street hails from passengers throughout the five boroughs. In addition, there are approximately 95,000 licensed for-hire vehicles (FHVs) that operate through pre-arrangement. 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 services (HVFHSs) which are bases that dispatch more than 10,000 trips per day on average. Green cabs are FHVs 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 825 FHV bases, which are entities that dispatch trips to TLC-licensed FHVs. 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 466 black car bases and 256 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 fleets that provide citywide service. Liveries are required to offer passengers up-front flat fares, and many transactions occur using cash payment. TLC also licenses 101 luxury limousine bases, which provide pre-arranged transportation to clients throughout New York City. Additionally, TLC licenses two HVFHS companies, Lyft and Uber. This license is issued to bases that dispatch more than 10,000 trips per day.

TLC also licenses and regulates other businesses including those that manufacture, install, and repair the meters used in taxis, brokers who assist buyers and sellers of medallions, agents that operate medallions on behalf of owners, and technology service providers (TSPs) that develop and maintain the credit card readers, trip recorders, and Taxi TVs found in taxis and street hail liveries.

By the Numbers: Calendar Year 2022	
Total Active Licenses	285,083
<i>(as of December 30, 2022)</i>	
Drivers	
TLC Drivers (Taxi and FHV)	173,235
Paratransit Drivers	660
Commuter Van Drivers	85
Total Driver Licenses	173,980
Vehicles	
Street Hail Services	
Taxis	13,587
Stand-by Taxis ¹	71
Street Hail Liveries	1,207
Prearranged Services	
For-Hire Vehicles not Affiliated with HVFHS	20,733
Black Car	15,163
Livery	3,978
Luxury Limousine	1,592
For-Hire Vehicles affiliated with HVFHS	74,396
Black Car	74,396
Commuter Vans	31
Paratransit Vehicles	85
Total Vehicle Licenses	110,110

Bases	
Black Car	466
Livery	256
Luxury Limousine	101
Commuter Van	12
Paratransit	44
High-Volume For-Hire Service	2
Total Base Licenses	881
Businesses	
Taxicab Brokers	20
Medallion Agents	38
Taxicab Meter Shops	13
Taxicab Meter Manufacturers	2
Technology Service Providers	2
E-Hail Providers	6
Total Business Licenses	81

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.

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 2022, the Board of Commissioners approved five rule packages. 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 2022.

2022 Rulemaking Actions

Date of Commission Vote	Subject	Status
March 17, 2022	Medallion Relief Program Supplemental Loan Deficiency Guaranty	Effective April 23, 2022
September 28, 2022	Medallion Relief Program	Effective September 29, 2022
September 28, 2022	Medallion Annual Financial Disclosure	Effective November 6, 2022
November 15, 2022	Taxi Metered Rate of Fare	Effective December 19, 2022
November 15, 2022	High-Volume FHV Driver Pay	Would have been effective December 19, 2022, but prevented due to litigation

Medallion Relief Program and Deficiency Guaranty

TLC adopted rule amendments to its Medallion Relief Program establishing eligibility criteria for applying for a supplemental loan deficiency guaranty. This supplemental program offers a deficiency guaranty, subject to appropriations by the city and provided by a third party, on renegotiated medallion loans, regardless of the original loan balance, that meet additional, specified requirements, in addition to a grant of \$30,000 through the MRP. The goal of adding a deficiency guaranty to MRP renegotiated loans is to incentivize more lenders to participate in the MRP and to offer terms that are as favorable as possible to all eligible medallion owners in their portfolios.

Taxi Metered Rate of Fare

TLC increased the taxi and street hail livery metered rate of fare for the first time in ten years, increased the flat fare between John F. Kennedy Airport and Manhattan, increased various surcharges paid to the driver including the rush hour, overnight, and Newark Airport surcharges, added a new LaGuardia Airport surcharge, and increased the Taxi Improvement Fund (TIF) and Street Hail Livery Improvement Fund (SHLIF) surcharges to ensure that those funds remain sustainable. The increased fares went into effect December 19, 2022. TLC anticipates that the increased metered rate of fare will result in an average increase in driver revenue of 33.3% and an average increase in passenger fares of 22.9%.

High-Volume FHV Driver Pay

TLC amended its rules related to driver pay for trips dispatched by high-volume for-hire services. These amendments would increase minimum per-trip pay to account for inflation and increased driver expenses, with the per-minute minimum rate increasing 7.42% and per-mile minimum rate increasing 23.93%. The amendments also make other technical changes and clarifications to the way the pay rates are calculated and updated and

change the way utilization rates are calculated and applied. The new minimum pay rates were scheduled to become effective December 19, 2022, but were prevented in part from going into effect due to a lawsuit by Uber.

Medallion Annual Financial Disclosure

TLC enacted rules to implement Local Law 109 of 2020, which creates an annual disclosure requirement for each person that has any interest in a taxi medallion. The new rules require an annual financial disclosure statement to be filed with TLC for medallion owners and individuals related to business entities that own a medallion, such as shareholders and officers. The statement must disclose the person's other annual income and expenses related to the medallion, loan information, and interests in other taxi or for-hire businesses.

Policies, Initiatives, and Agency Highlights

Medallion Relief Program and the Owner/Driver Resource Center

The Medallion Relief Program (MRP) was created in March 2021 and expanded in November 2021 to provide much needed financial support to small business medallion owners with significant debt. Since the program's inception, the city has provided over \$334 million in debt relief for the owners of over 1,700 medallions. The goal of the MRP is to provide financial assistance to all eligible medallion owners in the form of grants of \$20,000 or \$30,000. A grant of \$30,000 can significantly reduce the principal balance of a loan and ensure a standard monthly payment and interest rate. Owners of five or fewer medallions are encouraged to start the application process by connecting with the Owner/Driver Resource Center (O/DRC). Legal representatives are provided at no cost to medallion owners and will negotiate with lenders on their behalf.

The MRP is changing the lives of medallion owners and their families. In September 2022, the TLC O/DRC collaborated with four law firms and one lender to restructure 1,000 medallions in one short week. In that week alone, TLC actively restructured loans every three to four minutes and provided \$225 million in debt relief. The O/DRC will continue outreach efforts to eligible medallion owners and assist them through the MRP grant application process. In addition, the TLC proposed rules to expand the program to owners of six medallions in December 2022 and expects those rules to be adopted in early 2023.

Taxi Fare Increase

After 10 years without a raise, and with inflation and driver expenses putting pressure on driver and fleet revenue, TLC increased the taxi and street hail livery metered rate of fare in December of 2022, increased the flat fare between John F. Kennedy Airport and Manhattan, increased various surcharges paid to the driver including the rush hour, overnight, and Newark Airport surcharges, added a new LaGuardia Airport surcharge, and increased the Taxi Improvement Fund (TIF) and Street Hail Livery Improvement Fund (SHLIF) surcharges to ensure that those funds remain sustainable. TLC anticipates that the increased metered rate of fare will result in an average increase in driver revenue of 33.3% and an average increase in passenger fares of 22.9%.

High-Volume Driver Pay Increase

As with the increase in taxi fares, TLC amended its rules related to driver pay for trips dispatched by high-volume for-hire services to account for inflation and increased driver expenses. The new minimum pay rates were scheduled to become effective December 19, 2022, but were prevented in part from going into effect due to a lawsuit by Uber. These amendments would increase minimum per-trip pay to account for inflation and increased

driver expenses, with the minimum per-minute rate increasing 7.42% and per-mile increasing 23.93%. The amendments also make other technical changes and clarifications to the way the pay rates are calculated and updated and change the way utilization rates are calculated and applied.

Data Transparency

TLC has long been a leader in open data, and in 2022 the agency took several additional steps to significantly expand the taxi and for-hire vehicle trip data that it publishes. TLC revived its Data Hub, an interactive mapping tool that allows users to visualize over 10 years of TLC trip data by industry sector and geographic area, and published a new State of the Industry Dashboard that presents numerous industry metrics, including monthly trips by sector, trip share by borough, the number of unique drivers and vehicles performing trips each month, wait times, and crash data. These metrics are visualized in graphs, charts, and maps so that users can easily interpret the data without the technical skills needed to work with raw data sets. This year TLC also began publishing additional columns in its high-volume raw trip data, including financial information such as passenger fares and driver pay, allowing members of the public to analyze this data in a more granular fashion than was previously possible. Finally, until 2022, TLC's raw trip data was published every six months. TLC has begun publishing this data on a monthly basis instead, and is using that data to populate the public dashboards so that members of the public always have the freshest numbers at their disposal. TLC will continue to expand and improve these visualization tools and the raw data that is released publicly.

Electrifying the TLC-licensed Fleet

In December 2022, TLC released its plan—called *Charged Up!*—to electrify its licensed taxi and FHV fleets. In it, the agency analyzes the benefits of vehicle electrification, the city's existing charging infrastructure, the needs of the for-hire industry, and the barriers that drivers and other industry members face in trying to go electric. To address these concerns, TLC lays out recommendations relating to the costs of vehicles and charging infrastructure, potential charging locations that would be most beneficial to for-hire drivers, and regulatory steps that could be taken to facilitate conversion. TLC's ultimate goal is to electrify the vast majority of its licensed fleet by 2030.

Taxi Strategic Plan

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 were reflected in TLC's Taxi Strategic Plan, which was published in January 2022. TLC has already implemented many of the initiatives in the Strategic Plan, and will continue to use the Plan as a guiding document for agency action going forward.

Driver Education

All TLC-licensed drivers must meet certain driver education requirements in order to obtain and maintain their TLC license. In 2022 TLC launched a new educational course requirement for all drivers at the time of renewal. The renewal course consists of rules that TLC for-hire drivers must follow, customer service best practices, and material related to the city's Vision Zero initiative. The renewal course has already been conducted at six locations for approximately 56,000 TLC drivers in languages including Arabic, Bengali, Cantonese, French, Hindi, Mandarin, Russian, Spanish, and Urdu. The Education Unit surveyed over 21,000 drivers regarding the renewal course, 96% of whom rated the course as good or excellent. Education also designed a new wheelchair accessible vehicle decal with feedback from disability advocates, taxi fleets, and for-hire vehicle bases, and

will distribute the decals to TLC-licensed drivers in early 2023. Additionally, Education conducted 18 presentations on customer service and required equipment for wheelchair accessible vehicle securement at taxi fleets and bases this year.

Accessible For-Hire Transportation

TLC continues to ensure customers can request a wheelchair accessible taxi, street hail livery (green taxi), or FHV from their preferred company. Since 2018, the city’s Accessible Dispatch program has connected customers with wheelchair accessible taxis and street hail liveries all across the five boroughs. Customers can simply call, request a taxi through an app, or book a taxi online to pick them up at no additional cost. Customers pay the standard metered fare and TLC-licensed drivers receive incentives for participating in the program. Over 87,000 Accessible Dispatch trips were requested in the first 11 months of 2022, with 4,858 wheelchair accessible vehicles (WAVs) in the taxi fleet and 165 WAVs in the street hail livery fleet.

The Taxi and Street Hail Livery Improvement Funds (TIF and SHLIF) 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 2022, Drivers and Owners received over \$29 million in payments to support their operating expenses.

**TIF Payments to Owners and Drivers
(All Payments Issued in 2022)**

Total Payment	Unique Paid	Type	Name
\$10,550,845.00	4,053	TIF & SHLIF Driver Payment	Drivers
\$18,616,000.00	2,835	TIF Owner Payment	Owners
\$29,166,845.00	6,888	All TIF Payments	Owners & Drivers

Customers also have the option to request a WAV from their preferred FHV company, whether they call their local car service or use an app such as Uber or Lyft. TLC rules require FHV bases to dispatch a minimum percentage of their annual trips to WAVs or meet specific wait time standards. 273,611 accessible FHV trips were requested by passengers in 2022. There are currently 3,736 FHV WAVs in service, compared to 3,466 in 2021, an increase of 8%.

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 2022, DPU continued to investigate complaints regarding TLC rule violations by licensees including identity theft, failure of medallion owners to pay non-cash earnings to drivers, bases failing to pay drivers in a timely manner, leasing violations, and agents’ and medallion owners’ failure to remit taxes and surcharges to the appropriate parties. In investigations regarding non-payment of non-cash earnings to drivers, DPU was able to leverage the favorable appellate decisions that it secured in 2021, which held that medallion owners or their agents will have the ultimate responsibility to pay non-cash earnings to drivers, helping to expedite the resolution of driver complaints. Additionally, in 2022, DPU worked with TLC’s Business Practices Accountability Unit (BPAU) on several ongoing projects including agent annual accounting, medallion owner/agent leases, and agent tax remittance compliance, to ensure industry adherence to TLC rules. DPU also participated in Medallion Relief Program Closing Week event and continues to conduct DPU intake regularly in conjunction with the Driver/Owner Resource Center.

External Affairs and the Office of Inclusion

The Office of External Affairs (EA) ensures that licensees are up-to-date on new TLC projects and initiatives. External Affairs team members perform community outreach, distribute communications, assist with constituent cases, and interact with community stakeholder groups and TLC licensees. Over the summer of 2022, EA team members attended dozens of community-based events across all five boroughs, including street fairs and resource fairs, to answer questions and assist licensees with TLC-related issues. Additionally, External Affairs hosted its first outdoor resource fair in Long Island City in partnership with driver groups and community partners to connect licensees with free public and non-profit resources. Building off the success of these outreach events, External Affairs will partner with other TLC divisions to launch a mobile outreach van in the first quarter of 2023. The outreach van will be able to provide many of the services available at the Long Island City licensing office in the communities that drivers live and work in.

The Office of Inclusion (OOI) was created pursuant to Local Law 219 of 2018 to ensure the riding public receives equal and courteous service from taxi and for-hire vehicle drivers. OOI's mission is to reduce and ultimately eliminate service refusals and to ensure that no one is discriminated against by TLC licensees. OOI also helps drivers who experience discrimination or are the victims of a crime by connecting them to resources from the City Commission on Human Rights, which investigates and acts against such abuse, and the New York State Office of Victim Services, which provides crime victims help with medical bills, lost wages, and other appropriate resources. Finally, OOI hosted its first interactive mixer event to engage drivers and the riding public in a discussion about discrimination in the taxi and FHV industries. Held in Harlem, this event featured a panel discussion as well as interactive group sessions and icebreakers. OOI hopes to replicate this type of event in all five boroughs across the city.

Licensing and Standards Division

In 2022, the Licensing and Standards Division focused on improving customer experience. These improvements were seen as Licensing answered over 180,000 phone calls, assisted approximately 115,000 customers in person at the customer service facility, and processed 160,000 applications. The Division spearheaded changes to existing processes that were more customer centric and implemented additional customer satisfaction surveys to gain productive feedback that will feed into continuous improvement initiatives. Customer wait times both on the phone in TLC's Call Center and in person at TLC's Customer Service Facility decreased by 60% and 18% respectively, while new driver application processing time decreased by 10%.

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 2022, Enforcement issued 36,438 summonses, about the same amount as it issued in 2021.

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 2022, S&E performed 101,153 New York State vehicle inspections, including 19,042 for taxis, 78,275 for FHV's, and 3,836 for SHL's. To continue the support of the industry's recovery, S&E hacked up 83% more new taxis in 2022 than the previous year, and 49% more new WAV's than last year. S&E also worked to create and monitor the taxi BEV pilot, used the pilot's results to inform proposed rules, and supported the new rate changes for taxis, meeting with meter shops and technology providers to ensure that implementation was seamless to the public. S&E continues to support the public engagement initiatives of the agency, with officers and

administrative personnel participating in outreach events such as TLC in Your Borough to share their expertise regarding our inspection process and related licensee concerns. Finally, S&E staff started the new Woodside layout as part of phase one of the Woodside construction. S&E will monitor scheduling and traffic patterns at the facility as we strive to keep industry impact to a minimal.

Appendix: Complaint and Summons Data for Calendar Year 2022

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 2022

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	444	767	976	1,011	1,127	1,137	804	957	1,184	1,213	1,235	1,032	11,887
Lost Property - Electronics/Phones - Cell Phone	117	135	195	174	209	157	176	178	153	151	157	161	1,963
Taxi Complaint - Driver Complaint - Non Passenger - Unsafe Driving - Non-Passenger	69	74	74	132	125	132	106	121	142	138	121	104	1,338
Lost Property - Bag/Wallet - Wallet	94	97	121	121	103	105	86	85	79	115	87	93	1,186
Taxi Complaint - Driver Complaint - Passenger - Fare/Tip Complaint	55	51	51	83	87	85	80	97	97	113	95	137	1,031
Taxi Complaint - Driver Complaint - Passenger - Refused Pick-Up	22	33	62	96	115	99	85	75	118	108	92	105	1,010
Lost Property - Other - Other	48	51	66	52	75	75	50	48	59	62	47	74	707
Taxi Complaint - Driver Complaint - Passenger - Unsafe Driving - Passenger	39	45	53	45	53	58	59	78	54	66	61	50	661
Taxi Complaint - Driver Complaint - Passenger - Discourteous	30	45	53	65	56	67	55	69	63	52	34	38	627
Lost Property - Bag/Wallet - Backpack	50	33	53	51	39	42	47	45	48	73	64	59	604
Total	968	1,331	1,704	1,830	1,989	1,957	1,548	1,753	1,997	2,091	1,993	1,853	21,014

Table 2: Outcomes of Consumer Complaints, Calendar Year 2022 (as of Jan. 3, 2023)

Month	Summonses issued	Actual Hearings (including scheduled)	Settlements accepted (as stipulations and after summon issuance)	Defaults	Guilty Pleas	Guilty Pleas (Mail)
January	373	8	526	25	1	0
February	507	29	650	45	0	0
March	573	24	897	46	7	0
April	345	15	648	25	6	0
May	332	11	898	27	1	0
June	315	14	929	24	3	0
July	289	19	816	44	2	0
August	803	74	815	91	7	0
September	356	38	556	58	1	0
October	214	36	702	53	1	0
November	505	183	1059	42	4	0
December	596	509	354	115	0	0
Total	5,208	960	8,850	595	33	0

Table 3: Enforcement Statistics, Calendar Year 2022

Manhattan Precincts

RULE NUMBER	1	5	6	7	9	10	13	14	17	18	19
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	1,245	2	722	102	0	3	285	35	759	1,237	151
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	1,049	57	269	133	56	204	96	664	1,606	783	647
19-506(b)(1) Operating Unlicensed Vehicle	3	9	2	0	0	0	2	29	10	7	12
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	3	0	0	0	0	0	9	0	389	1	2
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	80	29	53	36	17	5	25	87	417	77	53
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	3	2	2	0	0	0	0	15	8	5	3
80-14(g)(1) Use of Electronic Communication Device	46	4	30	20	9	8	23	41	53	42	15
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	3	2	2	0	0	0	0	13	4	2	3
80-24(a)(2) Required Items in For-Hire Vehicle	49	2	20	18	5	4	27	22	20	36	6
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	60	4	17	12	14	1	14	10	64	50	61
Total	2,541	111	1,117	321	101	225	481	916	3,330	2,240	953

Manhattan Precincts Continued

RULE NUMBER	20	22	23	24	25	26	28	30	32	33	34
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	124	1	13	4	11	74	12	0	0	36	0
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	108	50	81	24	12	24	10	5	4	40	16
19-506(b)(1) Operating Unlicensed Vehicle	1	1	3	0	3	3	5	0	3	9	8
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	0	137	0	1	0	3	0	0	0	0	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	62	8	17	12	7	11	1	0	0	15	3
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	0	0	6	0	15	20	18	4	2	59	21
80-14(g)(1) Use of Electronic Communication Device	15	1	0	4	3	6	1	4	2	2	4
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	0	0	5	0	10	14	11	4	1	49	14
80-24(a)(2) Required Items in For-Hire Vehicle	9	9	1	3	2	3	2	1	0	5	2
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	8	0	2	2	5	6	0	0	0	4	0
Total	327	207	128	50	68	164	60	18	12	219	68

Bronx Precincts

RULE NUMBER	40	41	42	43	44	45	46	47	49	50	52
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	17	6	0	46	1	17	44	0	73	11	17
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	31	1	0	28	6	21	6	0	34	18	10
19-506(b)(1) Operating Unlicensed Vehicle	66	0	0	11	6	20	4	0	7	7	0
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	0	0	0	0	0	0	0	0	0	0	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	6	0	1	3	1	4	7	0	3	3	9
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	255	1	2	36	14	10	3	1	16	6	7
80-14(g)(1) Use of Electronic Communication Device	1	0	0	1	0	1	0	0	3	2	0
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	213	1	2	33	8	9	2	1	12	5	7
80-24(a)(2) Required Items in For-Hire Vehicle	6	0	0	4	0	0	0	0	1	0	1
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	11	0	0	3	1	0	2	0	2	4	6
Total	606	9	5	165	37	82	68	2	151	56	57

Brooklyn Precincts

RULE NUMBER	60	61	62	63	66	67	68	69	70	71	72	73
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	51	24	10	26	15	0	20	23	39	2	105	1
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	59	60	60	17	29	0	259	5	15	6	99	5
19-506(b)(1) Operating Unlicensed Vehicle	7	5	2	41	1	79	8	8	56	9	31	3
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	0	4	0	0	0	0	0	0	0	0	0	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	8	11	4	3	4	0	22	1	1	0	10	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	2	0	0	0	1	0	2	0	1	0	4	1
80-14(g)(1) Use of Electronic Communication Device	10	9	8	1	4	0	20	0	0	3	6	0
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	0	0	0	0	0	0	0	0	1	0	1	1
80-24(a)(2) Required Items in For-Hire Vehicle	3	0	2	0	3	0	2	0	0	0	6	0
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	9	3	2	1	1	0	21	1	4	0	8	1
Total	149	116	88	89	58	79	354	38	117	20	270	12

Brooklyn Precincts Continued

RULE NUMBER	75	76	78	79	81	83	84	88	90	94
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	6	0	5	4	0	20	852	7	301	820
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	5	0	26	10	2	4	115	4	80	96
19-506(b)(1) Operating Unlicensed Vehicle	15	2	0	8	1	3	1	1	6	1
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	0	0	0	0	0	0	14	0	5	607
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	0	0	4	4	0	0	13	0	62	14
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	4	0	0	2	0	3	3	0	2	1
80-14(g)(1) Use of Electronic Communication Device	0	0	6	0	0	3	40	1	25	63
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	2	0	0	1	0	2	2	0	3	1
80-24(a)(2) Required Items in For-Hire Vehicle	0	0	1	0	0	0	48	1	35	73
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	0	0	10	1	0	2	8	2	3	22
Total	32	2	52	30	3	37	1,096	16	522	1,698

Queens Precincts

RULE NUMBER	102	103	104	105	106	107	108	109	110	111
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	89	239	1	10	266	7	412	62	242	2
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	35	41	6	3	43	4	1,258	358	120	5
19-506(b)(1) Operating Unlicensed Vehicle	3	201	0	2	0	0	9	5	27	0
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	0	0	0	0	3	0	462	6	2	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	5	9	1	1	5	1	96	14	12	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	0	3	0	0	2	0	9	0	43	0
80-14(g)(1) Use of Electronic Communication Device	3	3	0	0	11	0	111	13	13	0
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	0	1	0	0	2	0	7	0	31	0
80-24(a)(2) Required Items in For-Hire Vehicle	0	1	0	0	0	0	120	13	6	0
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	0	7	0	0	1	1	20	2	13	0
Total	135	505	8	16	333	13	2,504	473	509	7

Queens Precincts Continued

RULE NUMBER	112	113	114	115	JFK	LGA
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	119	9	163	1,835	2	0
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	56	2	56	178	200	47
19-506(b)(1) Operating Unlicensed Vehicle	8	63	1	23	1,337	426
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	0	1	4	74	0	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	4	0	2	20	2	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	1	1	12	48	154	53
80-14(g)(1) Use of Electronic Communication Device	4	0	12	33	4	5
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	1	1	12	31	133	49
80-24(a)(2) Required Items in For-Hire Vehicle	3	0	3	41	6	18
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	4	0	0	14	0	0
Total	200	77	265	2,297	1,838	598

Staten Island Precincts

RULE NUMBER	120	121	122
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	57	0	3
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	37	0	2
19-506(b)(1) Operating Unlicensed Vehicle	8	0	2
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	105	0	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	4	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	0	0	0
80-14(g)(1) Use of Electronic Communication Device	14	1	2
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	0	0	0
80-24(a)(2) Required Items in For-Hire Vehicle	8	0	0
80-13(a)(3)(vi) Compliance with Traffic Laws. Failing to Yield Right of Way	0	0	0
Total	233	1	9