

New York City Taxi and Limousine Commission

2018 Annual Report



Welcome

Dear New Yorkers:

Welcome to the New York City Taxi and Limousine Commission's 2018 Annual Report. As Commissioner and Chair of the New York City Taxi and Limousine Commission these past five years, I am pleased to present the agency's 2018 Annual Report, which highlights the year's accomplishments.

In this one year, we have seen the realization of long-laid plans for the citywide expansion of our Accessible Dispatch Program, the culmination of an economic study that provided an essential roadmap to financial equity for tens of thousands of drivers through increased trip income, and – for the first time ever – the method and means by which the For-Hire Vehicle industry will provide service to all New Yorkers, regardless of their physical ability. This was also a year in which we partnered with the New York City Council to achieve unprecedented advances in urgently-needed operational authority to study and meaningfully address the unchecked growth of our For-Hire industry, and to properly prioritize combatting and potentially ending once and for all the scourge of service refusals.

There has also been continuing loss in the driver community, as now eight drivers have taken their own lives. The pain of these losses - whether felt individually by those who knew and loved them, or collectively by us all – has crushed our hearts, but not our resolve to help prevent more of them. And the work ahead is ensuring that app drivers make a sustainable living, medallion loans are right sized and the partnership between Access-a-Ride and taxis grows as it has provided a much needed economic boost especially in the green taxi sector.

As we reflect and report on this eventful year, I want to praise the unparalleled dedication, skill, courage, perseverance and sheer tenacity of the Taxi and Limousine Commission's staff, whom I have been privileged to lead.

Sincerely,
Meera Joshi
Commissioner/Chair

TLC's Mission and Structure

Charter Mandate

The New York City Taxi and Limousine Commission (TLC) was created by Local Law No. 12 of 1971, and is charged with “furthering the development and improvement of taxi and livery service in New York City, establishing an overall public transportation policy governing taxi, coach and car services and wheelchair-accessible vans, and to establish certain rates and standards.”

Commission Board Structure

The Board of the Taxi and Limousine Commission is comprised of nine members, eight of whom are unsalaried. The salaried Chair presides over the Board and acts as head of the agency, which carries out the Commission’s day-to-day licensing, regulatory and enforcement functions, as well as functions associated with the adjudication of licensee rule violations. Members of the Commission are appointed by the Mayor, with the advice and consent of the City Council, each to serve a seven-year term. One representative of each of the city’s five boroughs is recommended for appointment by a majority vote of each borough’s respective City Council delegation. As of December 31, 2018, there was one vacant position on the Commission.

Meera Joshi

Commissioner and Chair Meera Joshi was appointed by Mayor Bill de Blasio and confirmed by the City Council in April 2014. Prior to becoming Commissioner/Chair, Meera Joshi served the agency as its Deputy Commissioner of Legal Affairs and General Counsel.

Bill Aguado

Bill 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 (BCA), 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 also serves as Commissioner of the New York City Department of Finance. Prior to becoming Finance Commissioner, Mr. Jiha was the Executive Vice President/Chief Operating Officer and Chief Financial Officer of Earl G. Graves, Ltd., a multi-media company with properties in print, digital media, television, events and the internet.

Nora Constance Marino

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.

Lauvienska Polanco

Lauvienska Polanco was appointed by Mayor de Blasio 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.

Kenneth C. Mitchell

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

Thomas Sorrentino

Commissioner Sorrentino was appointed by Mayor de Blasio in 2017 on the recommendation of the Brooklyn delegation of the City Council. Sorrentino served as a member of Kings County Community Board 18 for approximately five years, where he chaired its Transportation Committee. Sorrentino 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.

Steve Kest

Commissioner Kest is the Commission's newest member, appointed by Mayor de Blasio in 2018. Kest serves as Senior Advisor to the Center for Popular Democracy (CPD), and is a decades-long veteran of community organizing. Previously, Kest ran the Fight for a Fair Economy program at the Service Employees International Union (SEIU) and was a Senior Fellow at the Center for American Progress (CAP).

Commission Meetings

The TLC holds regular public meetings in which regulatory actions are discussed, public testimony is heard and action is taken by the Commission. As a result of TLC rulemaking in 2018, six new rule packages have been promulgated and have gone into effect. A pilot program was also approved by resolution.

2018 Rulemaking Actions

Date of Commission Vote	Subject	Status
March 29, 2018	Flexible Fares in Taxicabs (pilot program approved by resolution)	Effective March 2018
May 7, 2018	Taxicab Vehicle Specification Reform (increased vehicle choice, uniform retirement dates)	Effective June 2018
May 7, 2018	Updating Technology Requirements in Taxicabs	Effective June 2018
October 3, 2018	Amending Accessibility Requirements in For-Hire Vehicle Sector	Effective November 2018
October 3, 2018	Licensing Update: Summary Suspension Policy	Effective November 2018
December 4, 2018	Creating the High Volume For-Hire Service Provider License	Effective January 2019
December 4, 2018	Driver Income Protection Rules	Effective January 2019

Regulatory Highlights

Protecting Drivers: Income and Transparency

These rules provide protections relating to income and financial transparency to both FHV drivers and to taxi drivers.

FHV Drivers: Income

Over 80,000 drivers now drive for the four largest FHV companies in New York City, which operate through the apps Uber, Lyft, Gett/Juno, and Via (collectively the “Largest FHV Companies”). These four companies account for over 75% of FHV trips. Evidence gathered by the TLC and labor economists indicated that driver earnings have fallen as the number of trips has increased.

Further, the Largest FHV Companies follow the same business model, a model that requires significant financial investment and risk on the part of drivers. The FHV Companies do not pay

for the expenses of purchasing, leasing or operating a vehicle and most do not pay for labor outside of trips, *i.e.*, while drivers idle waiting for a dispatch. These costs are substantial, and a significant portion of each fare drivers receive must go toward covering their vehicle costs and other expenses.

The TLC responded with a first-of-its-kind Minimum Per-Trip Payment formula that is designed to provide drivers a minimum take-home pay that would provide the independent contractor equivalent of a living wage, raising the average FHV driver's pay by over \$9,000 annually. The new pay standard will be calculated on a per-minute, per-mile rate, to protect the drivers that provide service through the Largest FHV Companies. The driver income formula also incentivizes the four Largest FHV Companies to increase trips per driver by incorporating a utilization rate. Utilization accounts for the percentage of a driver's on-duty time that is spent with a passenger in their car.

FHV Drivers: Transparency

Several transparency protections were codified in the FHV sector by this rule package. For vehicle owners who lease their FHV, the rules require (among other things):

- Leases be written in plain language and specify all costs to drivers
- Where the owner of the vehicle is a different person than the driver of the vehicle, the rules require that the owners pay drivers' earnings in a timely manner
- Owners provide drivers with receipts itemizing all payments, deductions and charges

For FHV base owners, the rules require (among other things):

- Agreements with drivers and FHV owners be written in plain language
- Agreements specify all costs to drivers and vehicle owners and be made available to drivers on-demand
- Bases provide an itemized breakdown of how much the driver earned and how much the driver's passenger fares amounted to, as well as all driver expense information available to the base and that bases pay drivers in a timely manner

These transparency rules apply to all FHV bases, regardless of size.

Taxi Drivers: Income and Transparency

The rule package also added new protections for yellow and green taxi drivers. For example, the amendments to TLC's credit card processing rules reduced the daily maximum credit card surcharge that fleets could charge. That reduction could save a full-time driver more than \$1,000 per year. Other changes provided greater financial transparency and expanded financial restitution.

Specifically, the rules:

- Allow TLC to update the terms of Taxi Improvement Fund payments to medallion owners and drivers of wheelchair accessible vehicles (“WAVs”) more regularly via TLC’s website, which allows TLC to expand the pool of WAVs eligible to receive payments and increase payments to drivers of WAVs
- Eliminate the cap on payments for Street Hail Livery vehicle owners under the Accessible Street Hail Livery Grant program, allowing continued in-service grant payments so long as the WAV remains in service and active
- Repeal TLC’s prohibition against e-hailing yellow taxis at JFK and LaGuardia airports

To provide additional financial transparency for drivers entering into a conditional purchase agreement for a taxi medallion vehicle, the rules also:

- Require that such agreements specify the purchase price of the vehicle and the total itemized cost, including interest and fees, payable to the owner or agent, based on the payment terms contained therein and
- Provide restitution as a remedy, in addition to the existing penalty, when drivers are charged a security deposit in excess of the amount permitted by TLC rules or where the deposit is not returned on time

Accessibility Options in For-Hire Vehicles

Increasing access to the New York City Taxi and Limousine Commission’s fleet of over 130,000 licensed vehicles is an important step to make New York City a place that is truly accessible to all of our residents and visitors—including those who use wheelchairs.

Since 2014, wheelchair accessible green and yellow taxis have been incorporated into the City’s fleet. To reach the FHV sector—which transported a daily average of over 680,000 passengers per day in 2018—the TLC passed an accessible service requirement that puts wheelchair accessible FHV in circulation for the passengers who need them. Specifically, the TLC will now require FHV bases to dispatch 25% of their trips in wheelchair accessible vehicles, beginning with 5% in the first year of implementation (which began in July 2018) and scaling up to 25% over the course of five years.

Concurrently, the TLC also created a pilot program to determine whether FHV bases could provide timely and reliable wheelchair accessible FHV service through a centralized dispatching entity that met a specified service level standard.

In this rule package, and in response to a settlement order following litigation in federal court, the TLC converted the pilot to a permanent alternative for FHV bases. FHV bases opting into the alternative will not have to dispatch a set percentage of their trips using accessible vehicles if they either become an Accessible Vehicle Dispatcher or affiliate with an Accessible Vehicle Dispatcher. Every base participating in the exception must:

- Accept requests for WAVs in the same way that it accepts requests for non-WAVs
- Send customer requests for WAVs to its associated Accessible Vehicle Dispatcher,
- Dispatch trips within specified times, and

- Provide response times for non-WAVs as part of the trip records it submits to the TLC.

Under the rules, TLC will conduct, using data it receives from bases that opt into this exception, a yearly evaluation to see if adjustments need to be made to the response time requirements contained in the exception.

High Volume For-Hire Service Providers

On August 14, 2018, Mayor de Blasio signed Local Law 149 of 2018, which created a separate licensing category for for-hire transportation services that dispatch more than 10,000 trips per day. These for-hire service providers were referred to in the legislation as High-Volume For-Hire Services (HVFHS).

These rules establish the criteria for obtaining a HVFHS License, which any High Volume For-Hire Service must obtain in order to dispatch trips in New York City.

Before receiving an HVFHS license, applicants must:

- Submit a list of bases through which the HVFHS will dispatch trips
- Pay a biennial licensing fee
- Submit a business plan, addressing the HVFHS's past and anticipated vehicle count, trip volume, service areas, and compliance with the TLC's accessibility requirements
- Assess the impact of the HVFHS on traffic congestion, local transportation, and noise
- Provide a description of all deductions they propose to charge for-hire vehicle owners or drivers as well as estimates of gross hourly earnings of drivers, and
- Provide detailed trip and revenue data on an ongoing basis.

Flexible, Upfront Fare in Taxicabs

On March 29, 2018 the TLC approved the two-year Flex Fare Pilot, which allows E-Hail licensees to dispatch yellow taxis using rates other than the metered fare. This Pilot Program allows the taxi industry to adopt the upfront pricing structures that exist in the FHV industry. In the past this has been impossible to do, because in yellow taxis and green Street Hail Liveries the taximeter calculates a passenger fare based on a specific formula (determined by the trip's actual duration and distance, with the fare only finalized at the end of the trip). By contrast, many FHV companies offer binding, upfront fares before the trip even begins, basing that upfront fare on an estimate of the trip's duration and distance. Those upfront fare quotes offered by the FHV companies make it easier for passengers to compare prices between services.

Under this Pilot Program, participating TLC-licensed E-Hail app companies are permitted to offer upfront fares to taxicab and Street Hail Livery passengers.

Taxi Specification Reforms

These rules amend medallion taxi specifications to provide medallion owners with greater flexibility when those owners are deciding which vehicle to purchase. The rules apply a uniform, seven-year retirement date for the small portion of taxicabs hacked up before April 20, 2015 and given a retirement date of less than seven years. The rules also permit TLC to provide additional monetary incentives for drivers who choose to drive accessible yellow or green taxis.

Technology Requirements in Taxicabs

The TLC requires all Taxicabs and Street Hail Liveries to be equipped with technology that: (1) allows passengers to pay the fare using a credit card; (2) automatically records trips; (3) enables the TLC to communicate with drivers; and (4) provides a monitor in the back seat to display information and content to passengers. TLC updated these in-vehicle technology requirements to reflect technological advances that have occurred since 2009 (when these technology requirements were first issued).

Licensing Update: Summary Suspension Policy, Miscellaneous Changes

This rule package, among other things, accomplished the following objectives:

- Clarify that drivers who neglect to schedule and take a drug test by the end of the first or second year of their three-year TLC license will be summarily suspended until that driver passes a drug test
- Make the rules regarding the seizure and forfeiture of vehicles for unlicensed for-hire activity consistent with changes to NYC Administrative Code Section 19-506(b)(1), which now includes commuter vans, and
- Define a “week” for purposes of weekly fatigue calculations as the total hours between Monday through the following Sunday, to make hours simpler for drivers to track.

Scope of Regulated Industries

The Taxi & Limousine Commission is responsible for licensing and regulating for-hire transportation in New York City. The TLC regulates several sectors that each include drivers, vehicles, businesses and other related entities.

TLC-licensed vehicles are an essential part of the comprehensive transportation network of New York City. These vehicles transport over one million passengers each day. Over 135,000 vehicles are licensed by the TLC to serve the public, 13,587 of which are medallion taxicabs currently authorized to accept hails from passengers within the five boroughs. In addition to medallion taxicabs, over 120,000 other vehicles serve the public through pre-arrangement and radio dispatch. These for-hire vehicles (FHVs) include community car service (or livery) vehicles, black cars, and luxury limousines with a seating capacity of up to 20 passengers. The black car sector is the largest and fastest growing segment of the FHV category and includes app-based dispatch. Green cabs are FHVs with Street Hail Livery (SHL) permits which allow them to legally provide street hail service in areas traditionally underserved by yellow taxis. TLC also licenses and regulates paratransit vehicles (ambulettes) and commuter vans that are authorized to transport passengers within specific geographic zones. In addition, the TLC licenses and regulates the businesses that manufacture, install and repair the meters used in New York City taxicabs, brokers who assist buyers and sellers of taxicab medallions, and agents that operate taxicab medallions on behalf of owners. TLC also licenses Technology Service Providers, which develop and maintain the credit card readers, trip recorders, and Taxi TVs found in yellow and green taxis.

By The Numbers Calendar Year 2018	
Active Licenses	343,786
<i>(as of December 31, 2018)</i>	
Drivers	
TLC Driver License	204,748
Paratransit Driver License	1,540
Commuter Van Driver License	252
Total Driver Licenses	206,540
Vehicles	
Street Hail Service	
Medallion Taxis	13,587
Standby Vehicles	103
Street Hail Liveries (SHLs)	3,566
Prearranged Service	
For-Hire Vehicles (non-SHL)	118,737
Black Car	103,486
Livery	10,515
Luxury Limousine	4,143
Paratransit Vehicles (non-SHL)	333
Commuter Vans	260
Total Vehicle Licenses	135,993
Bases	
Black Car Bases	399
Community Car Services	437
Luxury Limousine Bases	149
Commuter Van Authorizations	87
Paratransit Bases	49
Total Base Licenses	1,121
Businesses	
Taxicab Brokers	21
Medallion Agents	68
Taxicab Meter Shops	27
Taxicab Meter Manufacturers	5
Technology Service Providers	3
E-Hail Providers	6
Dispatch Service Providers	1
Total Business Licenses	132

Projects, Initiatives and Events

TLC Data

In 2018, the TLC continued to be a leader in data-driven policymaking. In July, economists James Parrott and Michael Reich released a report on the current state of driver pay and expenses for large FHV bases. They analyzed the impact of a TLC policy proposal for companies to pay drivers a minimum trip payment using extensive data on passenger fares and driver pay and expenses requested from these companies. City Council passed legislation shortly after the release of the report directing TLC to adopt minimum pay regulations for drivers working for the new class of High-Volume For-Hire Services, which the Commission approved in December.

New legislation also expanded data reporting requirements for these companies. In 2019, TLC will begin collecting regular information on fares, expenses, and driver pay, which will not only be used to enforce minimum driver pay regulations passed in December but will also ensure that TLC continues to enact thoughtful, fact-based policies.

Accessible Dispatch

Accessible Dispatch is a centralized dispatch service that enables customers in wheelchairs or with other mobility impairments to request a wheelchair accessible taxicab for pick-up. Customers may contact 311, use a smartphone app or dedicated website, or text or call the dispatcher directly to request an accessible taxi. Customers pay only the metered taxi fare, and there is no additional charge for the service. Drivers receive a dispatch fee as compensation for the time they spend traveling to pick up the passenger. Until late 2017, the Accessible Dispatch program was available to pick up passengers in Manhattan.

In January 2018, TLC launched its expanded citywide Accessible Dispatch program, which is now available in all five boroughs and dispatches trips to both yellow and green taxis. This expansion gives passengers the freedom to travel to and get picked up in any part of the City from City Island to Coney Island. The program continues to provide outstanding service and has become an integral transportation option for those with disabilities.

Local Laws Passed in 2018

Local Law 147

□ Pauses the issuance of new For-Hire Vehicle licenses for one year, requires a study of the impact for-hire vehicles have on the city of New York, and authorizes the Commission to establish and revise vehicle utilization standards for high-volume for-hire services and to regulate the issuance of new licenses to for-hire vehicles.

Local Law 148

□ Waives the licensing fees for accessible taxi-cabs and for-hire vehicles.

Local Law 149

□ Creates a new license type for High-Volume For-Hire Services that dispatch 10,000 or more trips per day and establishes new requirements for those HVFHS licensees and applicants.

Local Law 150

☐ Requires TLC to establish minimum payments to for-hire vehicle drivers and authorizes the establishment of minimum rates of fare for For-Hire Vehicles.

Local Law 151

☐ Removes enhanced financial penalties for unauthorized street hails by licensed for-hire vehicle drivers.

Local Law 197

☐ Allows enforcement against larger illegal commuter vans that seat more than 20 passengers.

Local Law 212

☐ Establishes a task force to study the sale prices of taxicab medallions.

Local Law 217

☐ Regulates risk of loss on payments for trips dispatched by high-volume for-hire services.

Local Law 218

☐ Requires TLC and DCA to provide financial education information for persons considering purchases or leases of for-hire vehicles or taxicab licenses.

Local Law 219

☐ Creates an Office of Inclusion.

Local Law 220

☐ Requires TLC to offer driver assistance services.

Local Law 221

☐ Prohibits deductions from certain for-hire driver earnings without driver consent.

Agency Overview and Performance

Budget and Headcount

In Fiscal Year (FY) 2018, the TLC operated on a budget of \$48,964,179 (\$36,360,056 for Personal Services and \$12,604,123 for Other than Personal Services). The TLC had an authorized headcount of 690 for FY 2018. The FY 2019 budget is \$37,652,207 for Personal Services, and \$14,467,788 for Other than Personal Services, with an authorized headcount of 618.

Licensing Division

Processing Volumes and Wait Time

☐ The Licensing Division processed over 136,000 Driver and Vehicle related transactions in Calendar Year (CY) 2018.

☐ The average wait time in the Long Island City facility was 15 minutes.

Self-scheduling of Appointments

The TLC instituted a self-scheduling appointment system for the filing of new vehicle license applications and the purchase or management of Street Hail Livery permits to minimize wait times and provide the customer with scheduling flexibility. Appointments for Yellow Taxi related transactions were added this year. TLC will continue to enhance and improve its self-scheduling options so that customers can choose the date and time that best suits their schedule and needs for when they need to visit one of our facilities. In addition, the TLC hopes to enhance the self-scheduling options to include both DMV and visual inspections at our facility in Woodside and visual inspections at the Staten Island office in calendar year 2019.

License Improvement Initiatives

- Applications for both a new TLC issued driver license or vehicle license are now both completely situated on-line. The system is available seven days a week, twenty four hours a day and Driver applicants can then arrange for their needed appointments with our partner vendors to complete the other application requirements (e.g., drug testing, fingerprinting, education and training) on dates and times convenient to them and with their choice of multiple convenient locations throughout the city. Documents required to complete the application process for either a Driver or Vehicle license can then be uploaded through the use of our document upload portal, (TLC UP) that creates a unique and individualized list of requirements and necessary documents for each applicant and notifies the applicant by email when documents submitted have been reviewed so they can sign in to check their status.
- TLC's new Document Upload Portal or TLC UP was a major initiative that was successfully launched in June of 2017. TLC UP is a quick, easy, and simple way for new driver and vehicle applicants to submit documents to the TLC that are needed to complete the licensure process. TLC UP gives the applicant an individualized portal through which they can upload documents, stay informed on the status of each of their submitted documents and easily see whether or not a document has been accepted, rejected or is currently under review. Applicants can see a log of each item they have submitted, the status of each item, and an up-to-date listing of all missing requirements. When documents are reviewed and their status changes, the system emails the applicant to let them know that an action has been taken on a submitted document. If a new document is identified as being required from a review of their application it is posted to TLC UP and an email is automatically generated to let the applicant know what is required and how to provide it. TLC UP is unique to each applicant and their application and is available to them 24 hours a day, 7 days a week, from a smartphone, tablet, or desktop computer. In 2018 TLC added an email verification feature to TLCUP that assists in the verification of the client provided email address so that ongoing communication goes to a confirmed address. TLC also added inspection appointment information unique to each vehicle licensee so that applicants or licensees could download and have available to them a copy of their appointment confirmation form without needing to contact TLC to obtain a copy. We will continue to look for ways to expand and enhance TLC UP so it provides a unique and individualized data and information portal for each of our applicants and licensees.

- The Base affirmation process was converted to an on-line process and brought into TLC UP in May of 2018. This change allowed the entire affirmation process to be completed on-line. Bases and vehicle owners now no longer need to come to one of our site locations to turn in a paper document that affirms their affiliation to a given Base. Bases can simply sign in to TLC UP to submit the vehicle information on-line. The vehicle owner receives an email within minutes letting them know that the Base has submitted their approval for the vehicle to be affiliated to their Base and the vehicle owner can then commence with the filing of their full vehicle application. It saves both the Base and Vehicle owner precious time in the application process.
- The Business Unit also developed and instituted a Base Orientation class for new incoming Base License Applicants. The class is given by one of the Base Application Specialists in the Business Unit and covers the wide range of requirements associated with holding and managing a Base license. The class is available to renewing Base license holders as well as new applicants.
- Licensing continues to use email and text messaging as a mechanism to notify our applicants and licensees of needed requirements and/or upcoming events such as the need to take their annual drug test or as a reminder of an open application. Email confirmation in TLC UP was a key factor in improving that process. We will continue to look at additional ways by which text messaging can be used to keep our customers aware of what is happening with their application or license so that the process is as transparent as possible.
- Licensing, working closely with the NYS DMV, successfully opened a satellite DMV office at our Long Island City Facility in March 2018. The satellite office, staffed by TLC employees, handles all Yellow Taxi related transactions from registrations to plate issuances and surrenders as well as plate transfers and surrenders for For-Hire Vehicles. It has made the Yellow Taxi and For-Hire Vehicle plate transfer process easier and simpler for our clients and saves them an additional trip to a DMV office. They can now complete an entire TLC vehicle transaction in one location and then walk out with their new plates in hand. Working closely with the DMV and the industry the Division also successfully rolled out a change to the Yellow Taxi license plates that allowed the smooth transition from the older style plates to the new YC type plates similar in nature and style to existing for-hire plates. The rollout was a tremendous cost savings to the State and helped streamline and simplify the plate issuance process and inventory control in the new satellite office.
- Licensing worked closely with other Divisions in the Agency to institute a change to the Accounts Receivable suspension process in January 2018 which had a positive impact on a licensee's ability to return to work sooner. In the past, when a licensee made a payment on an open amount due to the Agency the licensee had to wait until the following work day to have the open suspension lifted. Now a licensee can clear the open accounts receivable suspension on a Friday night and be able to return to work the next day. The suspension could be lifted automatically upon payment of the open fine.

- Licensing successfully launched a new on-line option for our licensees called License Snapshot. License Snapshot launched in December of 2018, and allows all TLC licensees to see a real time view of their license the same way we see it internally. It allows all licensees to view open and closed summonses, settlement offers and suspensions as well as giving additional license specific information such as last and upcoming drug test dates, Base affiliations and Green Taxi affiliations for vehicles as well as a vehicles' current insurance and inspection information. It allows Yellow Taxi Agents to review the list of Yellow Taxis they manage, and Bases to review the Vehicles and Green Taxi permits that are affiliated to their Base and the current status of each. The view is individualized, unique and specific to the licensee logging in whether an individual Driver or Vehicle owner or a Business such as a Base or Yellow Taxi Agent.
- The launch of the new Vehicle Automated Inspection System provided Licensing with a new scheduling system that allows for better management and monitoring of the inspection scheduling process and a more robust communications process (clients are emailed their appointment confirmation form when they are scheduled and then receive two reminders prior to their upcoming appointment date). This new scheduling component may eventually allow clients to self-schedule their own inspection appointments.

In 2019, the TLC plans to add more online options for both applicants and licensees, including but not limited to:

1. Allowing vehicle owners to schedule an appointment for their vehicle inspections at our Woodside or Staten Island facilities,
2. Obtaining additional status updates on their licenses through enhancements to TLC UP and License Snapshot
3. On-line submission of transfer applications for bases, vehicles, and license plates

Metropolitan Transportation Authority Surcharge

The Licensing and Standards Division continues to work with the New York State Division of Taxation and Finance (NYSDTF) to ensure the payment of the required MTA surcharge of fifty cents per trip in yellow and green cabs, which is dedicated to public transportation. The office coordinates with NYSDTF on identifying delinquent taxpayers.

Commercial Motor Vehicle Tax (CMVT)

Any vehicle owner whose vehicle is used for point-to-point service in New York City must pay the Commercial Motor Vehicle Tax (CMVT). The Agency continues working with the New York City Department of Finance to ensure that all for-hire vehicles operating in the City pay the CMVT.

Call Center and Integrated Voice Response System (IVR)

The Integrated Voice Response System (IVR) allows any licensee or applicant to obtain the status of and basic information on, his or her license. The IVR provides data on a licensee's status, the license expiration date, the last date various actions were taken by them, such as the date of their last drug test or vehicle inspection, the number of open summonses they have, and the amount of any open fines. The system will also provide instructions for obtaining TLC services, submitting applications, and/or for the continued maintenance of their license. The system allows customers

to opt for a callback rather than holding for an agent. Of the 354,255 calls answered and handled in CY2018, over 121,514 calls (an average of over 10,126 calls per month) were managed by the IVR alone and another 127,514 calls, an average of 10,626 calls per month, were handled directly by an Agent. Our average call handle time has remained consistent at approximately five minutes or less. In CY2018 we reduced the average wait time for an Agent to 8 minutes compared to 13 minutes in CY2017. We have continued to improve agents' ability to deliver quality customer service by enhancing training and quality assurance reviews. Call Center supervisors monitor and review calls monthly with agents to improve the agents' performance, and TLC's new Quality Assurance Unit also reviews calls and gives feedback to the Call Center. TLC continues to look for ways to enhance our level of customer communications to improve the client experience.

Safety and Emissions

To help improve air quality, all yellow taxi cabs, SHL vehicles, and FHV's are required to have a Safety and Emissions inspection every four months. This Safety and Emission inspection program helps make sure every vehicle registered meets the minimum standards for safe operation on public streets and highways. The inspections are performed at on-site at TLC's inspection facility and at off-site DMV authorized inspection facilities. In 2018, the Safety and Emissions Division (S&E) performed 47,377 medallion DMV inspections, 79,148 for-hire vehicle DMV inspections and 11,339 Street Hail Livery vehicle DMV inspections.

Uniform Services Bureau

The TLC's Uniform Services Bureau (USB) continued its successful enforcement initiatives. With the implementation of Vision Zero in 2014, the TLC began training additional staff in the use of LIDAR equipment, collaborated with the NYPD through joint enforcement operations to address illegal and unlicensed drivers, and illegal commuter van operations. In 2018, TLC and NYPD conducted 258 joint operations to combat illegal for-hire operators and reckless drivers. TLC Enforcement squads independently conducted 363 illegal commuter van enforcement operations yielding 5,602 summonses, 21 arrests and 43 vehicle seizures.

Investigation Unit and Base Enforcement

The Uniform Services Bureau Enforcement Division Investigation Unit conducted Base inspections in 2018. These Base inspections, combined with field-based infractions, led to the issuance of 3,258 summonses in 2018, a +13% increase over CY 2017. TLC also partners with the NYPD in response to vehicle collisions involving TLC-licensed drivers and vehicles where a passenger, driver or pedestrian has died or is deemed "likely to die". In CY 2018 there were 45 incidents.

Top Ten Field Enforcement Summonses in 2018 Issued by Location

NYC Administrative Code or TLC Rule Violation	LICENSE TYPE	Borough Precincts					Airports		Third Party (i.e. PAPD, NYPD)	Total
		Manhattan	Brooklyn	Bronx	Queens	Staten Island	JFK	LGA		
80-13(a)(2) Compliance with Traffic Laws.	UNIV	5,101	416	158	797	10	2	4	649	7,137
80-14(g)(1) Use of Electronic Communication Device	UNIV	3,189	1,109	255	721	25	796	281	25	6,401
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	1,833	588	1,111	1,272	7	421	498	2	5,732
59a-29(c) Inspection Sticker	FHV	2,073	1014	238	844	72	730	382	0	5,353
19-506(b)(1) Operating Unlicensed Vehicle	A.C.	376	1,726	188	738	20	1,506	707	37	5,298
80-19(c)(1) Limits on Driver Solicitation of Passengers in FHV	UNIV	1,148	406	879	556	7	110	117	1	3,224
80-13(a)(1) Compliance with Traffic Laws.	UNIV	608	77	23	403	0	1	3	1540	2,655
80-13(a)(3)(viii) Comply with Traffic Laws	UNIV	1,188	779	33	320	73	0	3	120	2,516
59b-29(c) A Base Owner must not dispatch a Vehicle from its	FHV	1027	407	68	271	22	472	223	0	2,490
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	721	391	141	397	31	380	246	112	2,419

Field Enforcement resulted in the issuance of 53,253 summonses in 2018:

TYPE OF SUMMONS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2018
ILLEGAL STREET HAILS (DRIVER)	358	387	316	411	427	331	251	330	360	346	252	273	4,042
ILLEGAL STREET HAILS (OWNER)	486	512	480	638	592	484	377	448	483	503	347	393	5,743
GREEN ILLEGAL STREET HAILS (DRIVER)	0	0	0	0	0	0	0	0	0	0	0	0	0
GREEN STREET HAILS (OWNER)	1	2	1	1	2	0	1	0	3	1	1	0	13
UNLICENSED DRIVER	277	300	348	401	334	305	260	261	292	334	219	415	3,746
OWNER UNLICENSED OPERATION	283	383	395	431	358	231	254	264	272	288	205	331	3,695
OTHER OFFENSES	3,866	2,261	2,354	2,383	3,104	3,109	3,194	3,234	3,103	3,431	2,982	2,993	36,014
TOTAL SUMMONSES	5,271	3,845	3,894	4,265	4,817	4,460	4,337	4,537	4,513	4,903	4,006	4,405	53,253

Consumer Complaint Unit

The Prosecution Division houses the Consumer Complaint Unit (CCU) which investigates complaints from the riding and general public and issues summonses when warranted. In 2018, the TLC received 14,256 complaints.

Month	Summonses issued	Actual Hearings	Settlements accepted	Defaults	Guilty Pleas	Guilty Pleas (Mail)
January	412	110	923	46	9	
February	321	99	838	50	12	1
March	517	95	1,030	48	12	
April	501	94	859	59	8	
May	484	129	1,062	69	14	
June	450	68	853	80	10	
July	501	88	830	70	6	1
August	468	83	725	56	5	1
September	447	59	469	32	2	1
October	357	82	412	44	13	
November	289	56	451	26	6	
December	230	70	1,122	40	3	
Total	4,977	1,033	9,574	620	100	4