

THE COUNCIL OF THE CITY OF NEW YORK



Hon. Melissa Mark-Viverito  
Speaker of the Council

Hon. Ydanis Rodriguez  
Chair, Committee on Transportation

Report on the Fiscal 2016 Preliminary Budget and the  
Fiscal 2015 Preliminary Mayor's Management Report

Taxi and Limousine Commission

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## Taxi and Limousine Commission Overview

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire transportation service and ensures public safety. Currently, TLC licenses and regulates all aspects of New York City's medallion yellow taxicabs, for-hire vehicles (Boro Taxis, community-based liveries, and black cars), commuter vans, paratransit vehicles (ambulettes), and certain luxury limousines.

### TLC- Regulated Industries

**Yellow Taxis.** There are approximately 13,437 medallions with the right to run a yellow taxi within one of the three categories below:

- ✓ **Fleets.** Garages that own and operate many taxis. Drivers lease the taxi on a daily or weekly basis. The lease fee is capped according to TLC regulations.
- ✓ **Driver-Owned Vehicles (DOV).** Driver conditionally owns the car but leases the medallion from an agent who manages it for an owner.
- ✓ **Individual Owner-Operators.** Driver owns car and medallion and is required to drive at least 210 shifts per year.

**Borough Taxis.** Borough Taxis were created in 2012 to provide legal, yellow-caliber taxi service to the boroughs.

- ✓ Borough Taxis provide a dual service, picking up both street-hail and prearranged for-hire passengers.
- ✓ 18,000 Borough Taxi permits are being issued in three groups of 6,000. The first group of 6,000 has been sold and the second issuance is underway.
- ✓ Borough Taxis are not permitted to pick up passengers in Manhattan below East 96th Street or West 110th Street or to serve airport taxi queues.

### Other For-Hire Vehicles (FHVs) include:

- ✓ **Liveries (also known as Car Services or Community Cars).** Provide pre-arranged for-hire service. Currently there are approximately 500 base stations located throughout the five boroughs and 25,000 vehicles. The vehicles must be affiliated with a base station.
- ✓ **Black Cars.** Provide service mostly to corporate clients, setting fares by contract. There are about 80 base stations citywide and 10,000 vehicles.
- ✓ **Luxury Limousines.** Provide chartered service. Currently there are about 7,000 vehicles and 200 companies.
- ✓ **Paratransit.** Provide transportation to and from healthcare facilities. There are about 2,000 vehicles and over 200 paratransit providers citywide.
- ✓ **Commuter Vans.** Provide service for passengers along fixed routes. Currently, there are about 500 vehicles and 50 van authorizations.

This report provides a review of the Taxi and Limousine's Preliminary Budget for Fiscal 2016. In the first section, the highlights of the \$68 million Fiscal 2016 expense budget are presented.

The report then reviews initiatives included in the November and Preliminary Financial Plans and relevant sections of the Preliminary Mayor's Management Report for Fiscal 2015. Finally, appendices are included to highlight the Budget Actions in the November and Preliminary Plans, in addition to the Preliminary Mayor's Management Report.

### TLC Fiscal 2016 Preliminary Budget Highlights

TLC Expense Budget						
<i>Dollars in Thousands</i>	Actual	Actual	Adopted	Preliminary Plan		*Difference
	2013	2014	2015	2015	2016	2016 - 2015
Personal Services	\$22,116	\$28,825	\$34,351	\$36,083	\$38,579	\$4,228
Other Than Personal Services	9,600	17,569	40,644	40,688	29,461	(11,183)
<b>TLC Total</b>	<b>\$31,716</b>	<b>\$46,394</b>	<b>\$74,995</b>	<b>\$76,771</b>	<b>\$68,040</b>	<b>(\$6,955)</b>

*\*The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.*

The City Fiscal 2016 Preliminary Budget totals \$77.7 billion, \$2.7 billion more than the Fiscal 2015 Adopted Budget of \$75 billion. City funds (City tax and non-tax revenues, excluding Capital Budget transfers) total \$56.96 billion, up \$2.14 billion from \$54.82 billion in the Adopted Budget. For the Taxi and Limousine Commission (TLC), the Fiscal 2016 Preliminary Budget includes \$68 million in Fiscal 2016, funded entirely with City tax-levy funds. This represents less than one-tenth of one percent of the City's total budget. The TLC's Fiscal 2016 Preliminary Budget is \$6.9 million less than the Agency's Fiscal 2015 Adopted Budget of \$74.9 million. The decrease in spending is primarily due to the leveling-off in the initial OTPS spending for the five-borough taxi program (HAIL licenses) for livery cabs. HAIL licensing allows livery cabs to pick up street hails in the five boroughs except at airports and in Manhattan south of East 96th Street and West 110th Street.

The Preliminary Budget includes \$4.1 million in new needs, mostly for personal services costs associated with increased enforcement and \$932,000 in other adjustments, including \$665,000 for collective bargaining increases.

Specific actions affecting the TLC's budget since the adoption of the Fiscal 2015 budget include the following new needs:

- **Application Processing Improvements.** The Preliminary Plan includes \$527,000 in Fiscal 2016 for licensing application processing improvements. (see p. 4)
- **Prosecution in the Courtroom.** The Preliminary Budget includes \$620,000 TLC's prosecution in the courtroom initiative. (see p. 4)
- **Taxi and Street Hail Livery (SHL) Improvement Fund.** TLC has a new need of \$472,000 in Fiscal 2016 and in the outyears for its taxi and street hail livery fund initiative. (see p. 4)
- **Vision Zero Enforcement - Red Light Camera.** The Preliminary Budget includes funding of \$279,000 in Fiscal 2016 for TLC to conduct Vision Zero enforcement. (see p. 4)
- **Accessibility and App Audit Team.** The Preliminary Budget includes funding of \$523,000 in Fiscal 2015 for eight positions for the TLC's accessibility and app audit team. (see p. 5)
- **Additional LIC Licensing Space.** TLC has a new need of \$100,000 in Fiscal 2016 and \$200,000 in the outyears for additional license space. (see p. 5)

- **FHV Data Team.** The TLC has a new need of \$294,000 in Fiscal 2016 and \$290,000 in Fiscal 2017 and in the outyears for trip data enforcement. (see p. 5)
- **LaGuardia Airport Squad.** To provide enforcement operations at LaGuardia Airport, TLC will receive additional funding of \$1.2 million in Fiscal 2016. (see p. 5)
- **Small Business First.** The addition of \$18,000 in Fiscal 2016 for costs associated with the City's Small Business First initiative. (see p. 5)
- **TLC Moving Costs.** The Preliminary Budget includes \$200,000 in Fiscal 2016 for TLC's licensing facility relocation costs. (see p. 5)

In addition to the above new needs, other key actions affecting the Agency's proposed budget include:

- **Collective Bargaining.** The Preliminary Budget includes \$9.3 million in DOT's budget for collective bargaining agreement costs in Fiscal 2016. (see p. 5)
- **PS Differential Funding.** This action reflects a technical adjustment of \$208,789 in Fiscal 2015, \$268,000 in Fiscal 2016 and growing to \$435,000 by Fiscal 2018 in personnel services funding. (see p. 5)

## Financial Summary

### Taxi and Limousine Commission Financial Summary

<i>Dollars in Thousands</i>	Actual	Actual	Adopted	Preliminary Plan		*Difference
	2013	2014	2015	2015	2016	2016 - 2015
<b>Budget by Units of Appropriation</b>						
001 - Personal Services	\$22,116	\$28,825	\$34,351	\$36,083	\$38,579	\$4,228
002 - Other than Personal Services	9,600	17,569	40,644	40,688	29,461	(11,183)
<b>TOTAL</b>	<b>\$31,716</b>	<b>\$46,394</b>	<b>\$74,995</b>	<b>\$76,771</b>	<b>\$68,040</b>	<b>(\$6,955)</b>
<b>Funding</b>						
City Funds	\$31,716	\$46,394	\$74,995	\$76,771	\$68,040	(\$6,955)
Federal - Other	-	-	-	-	-	-
<b>TOTAL</b>	<b>\$31,716</b>	<b>\$46,394</b>	<b>\$74,995</b>	<b>\$76,771</b>	<b>\$68,040</b>	<b>(\$6,955)</b>
<b>Positions</b>						
Full-Time Positions	435	569	633	668	700	67
<b>TOTAL</b>	<b>435</b>	<b>569</b>	<b>633</b>	<b>668</b>	<b>700</b>	<b>67</b>

\*The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.

### Fiscal 2016 Preliminary Budget Actions

The Fiscal 2016 Preliminary Budget actions impacting the TLC's budget include the following:

- Application Processing Improvements.** Due to an increase in the demand for driver's licenses and longer wait times at the TLC's Long Island City licensing facility, the TLC will receive \$433,000 in Fiscal 2015, \$527,000 in Fiscal 2016, and Fiscal 2017 for 12 staff positions and related OTPS costs to help improve the driver's license application process. The funding will decrease to \$117,000 for two positions by Fiscal 2018.
- Prosecution in the Courtroom.** The Preliminary Budget includes a new need of \$318,000 in Fiscal 2015, and \$620,000 in Fiscal 2016 and in the outyears for 10 legal staff positions to cover required court appearances for contested summonses issued by the TLC enforcement officers. This action is intended to reduce the number of court appearances by the enforcement officers, thereby allowing them more time to do actual enforcement work.
- Taxi and Street Hail Livery (SHL) Improvement Fund.** In an effort to increase the availability of accessible taxis to 50 percent of all taxis by 2020, the TLC recently adopted a new initiative, "Taxi and SHL Improvement Fund". The initiative imposes a \$0.30 per ride surcharge on taxicab and street hail livery trips to help fund grants made to SHL licensees and medallion owners who are required to purchase or operate an accessible vehicle. The proposed budget includes \$241,600 in Fiscal 2015 and \$472,000 in Fiscal 2016 and in the outyears for seven staff positions and related OTPS costs for this initiative.
- Vision Zero Enforcement - Red Light Camera.** The Preliminary Budget includes new funding of \$144,000 in Fiscal 2015, and \$279,000 in Fiscal 2016 and in the outyears for six positions and related OTPS costs for the TLC's new Vision Zero Red Light Camera Enforcement initiative. Under the new initiative, TLC staff will routinely review the City's red light camera program data and will issue summonses to offending TLC drivers. Unlike the current violation summons issued under the red light camera program, which do not carry points on a driver's license, summonses issued under the Vision Zero Enforcement Red Light



Camera initiative will be treated as a moving violation and be reflected on the individual's driving record.

- **Accessibility and App Audit Team.** The TLC will receive additional funding of \$523,000 in Fiscal 2015 and \$415,000 in Fiscal 2016 and in the outyears for costs associated with eight positions and related OTPS cost for an audit team to enforce the Commission's rules on accessibility and the use of apps by the For-hire Vehicles owners. The cost of this initiative is partly offset by anticipated revenues of \$290,000 in Fiscal 2016 and the outyears.
- **Additional LIC Licensing Space.** The Preliminary Budget includes \$100,000 in Fiscal 2016 and \$200,000 in Fiscal 2017 and in the outyears for costs associated with additional space at TLC's Long Island City facility.
- **FHV Data Team.** The Preliminary Budget provides \$294,000 in Fiscal 2016 and \$290,000 in Fiscal 2017 and in the outyears for the TLC to create a For-hire Vehicles (FHVs) data team, consisting of four positions, to enforce TLC's new rule that requires FHV base owners to collect and transmit trip records to the TLC.
- **LaGuardia Airport Squad.** The Preliminary Budget includes a new need of \$1.2 million in Fiscal 2016 and \$1 million in Fiscal 2017 and in the outyears for creation of a LaGuardia Airport Squad to provide necessary enforcement operations. The funding will provide for 20 positions and is offset by anticipated revenue from enforcement of \$1 million in Fiscal 2016 and \$1.4 million in Fiscal 2017 and the outyears.
- **Small Business First.** In support of the City's initiative to improve the regulatory environment for small businesses, the Preliminary Budget includes additional funding of \$25,000 in Fiscal 2015, \$18,000 in Fiscal 2016, and \$12,000 in Fiscal 2017 and in the outyears for the TLC for costs associated with language training and translated materials. The Small Business First initiative is intended to reduce the burden of regulation on small businesses and cut government red tape to make it easier for the City's small businesses to start, operate, and thrive.
- **TLC Moving Costs.** TLC will receive additional \$200,000 in Fiscal 2016 on for moving costs associated with the relocation of its licensing facility.

In addition to the above new needs, other key actions affecting the Agency's proposed budget include:

- **PS Differential Funding.** This action reflects a technical adjustment in personnel services funding, shifting funds from one budget code to another, by \$208,789 in Fiscal 2015, \$268,000 in Fiscal 2016 and growing to \$435,000 by Fiscal 2018 to reflect current staffing patterns.
- **Collective Bargaining.** The proposed budget for the TLC includes \$431,000 in Fiscal 2015, \$665,000 in Fiscal 2016, \$973,000 in Fiscal 2017, and \$1.0 million in Fiscal 2018 and the outyears.

## Contract Budget

TLC Fiscal 2016 Preliminary Contract Budget				
Category	Fiscal 2015 Adopted	Number of Contracts	Fiscal 2016 Preliminary	Number of Contracts
Contractual Services General	\$1,611,000	2	\$873,068	14
Telecommunications Maintenance	32,000	2	140,000	2
Maintenance & Repair, General	25,000	10	120,000	2
Office Equipment Maintenance	20,000	1	1,000	1
Data Processing Equipment	80,000	1	15,000	1
Printing Contracts	65,000	1	100,000	3
Security Services	379,174	4	600,000	2
Temporary Services	103,000	2	40,000	3
Cleaning Services	88,156	3	220,000	1
Training Programs for City Employees	1,000	2	5,000	1
Professional Services: Computer Services	759,738	4	1,100,000	1
<b>TOTAL</b>	<b>\$3,164,068</b>	<b>32</b>	<b>\$3,214,068</b>	<b>31</b>

The City's Contract Budget totals \$12.42 billion in Fiscal 2016, an increase of \$437.8 million or 3.65 percent when compared to the Fiscal 2015 Adopted Budget of \$11.98 billion. For TLC, the contract budget for Fiscal 2016 is approximately \$3.2 million, including one contract valued at \$1.1 million for computer services. TLC's Fiscal 2015 Adopted Budget included four contracts for computer services valued at \$759,738.

## Revenue Summary

### TLC Miscellaneous Revenue Budget Overview

TLC Fiscal 2016 Preliminary Miscellaneous <i>Dollars in Thousands</i>						
Revenue Source	Actual 2013	Actual 2014	Adopted 2015	Preliminary Plan		*Difference 2016 - 2015
				2015	2016	
Taxi Licenses	\$33,727	\$38,667	\$31,004	\$31,437	\$31,335	\$331
Hail Licenses	261	7,495	18,000	18,000	27,630	9,630
Taxi Inspection & TLC Fees	7,689	12,317	10,217	10,217	10,217	0
STIP/Settlement Fines	11,492	15,450	5,979	10,000	8,118	2,139
Sale of Taxi Medallions	0	337,712	553,000	47,000	312,000	(241,000)
Tow Bonds	122	183	69	69	69	0
<b>TOTAL</b>	<b>\$53,291</b>	<b>\$411,824</b>	<b>\$618,269</b>	<b>\$116,723</b>	<b>\$389,369</b>	<b>(\$228,900)</b>

In Fiscal 2016 the TLC is projected to collect \$389.4 million from various miscellaneous revenue sources, a decrease of \$228.9 million when compared to the Fiscal 2015 Adopted Budget amount of \$618.3 million. Of the projected Fiscal 2016 revenue amount, \$58.9 million will come from medallions and for-hire vehicles licensing; \$10.2 million will come from charges for taxi inspections and TLC transfer fees; \$8.1 million will come from settlement fines and forfeitures and \$312 million will come from the sale of additional taxi medallions.

## Increased Enforcement

To ensure the smooth implementation of Street Hail Livery (SHL) service (Boro Taxis), TLC is shifting more resources to enforce against illegal street hails in neighborhoods served by SHLs.

The following performance measures were reported in the Mayor's Management Report for TLC.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Medallion patrol summonses issued - Total	3,574	7,240	7,676	*	*	1,675	4,712
Administrative summonses issued to medallions	15,460	14,877	6,953	*	*	2,106	3,852
FHV patrol summonses issued	41,254	32,633	41,939	*	*	13,353	14,593
* - Summonses issued for illegal street hails and unlicensed activity	20,547	17,258	19,031	*	*	6,624	4,487
Administrative summonses issued to FHV's	3,945	5,861	6,403	*	*	1,450	3,965
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	N/A	83.0%	85.4%	*	*	83.2%	91.4%
Vehicles Seized	3,493	7,830	9,088	*	*	3,479	1,523
Medallion Summonses Issued for Non-Inspection	1,815	1,675	1,747	*	*	508	660

Source: Fiscal 2015 Preliminary Mayor's Management Report \*Critical Indicator

As part of TLC's commitment to Vision Zero, during the first four months of Fiscal 2015, the agency increased enforcement against unsafe driving behavior. This action resulted in the issuance of more summonses during the first four months of Fiscal 2015 compared to the same four-month period last year. Patrol summonses issued to medallion vehicles increased to 4,712 from 1,675, and patrol summonses issued to FHV's jumped to 14,593 from 13,353. Of the total 19,305 patrol summonses issued, 4,013 summonses or 20.8 percent were issued for the use of electronic devices and moving violations, such as improper turning. Similarly, the number of administrative summonses that were issued to medallions and FHV's also increased by a combined total of 4,261 summonses when compared to the same period last year. According to the TLC, majority of the increase is attributable to a September 2013 modification in the way the Commission receives data from the New York State Department of Motor Vehicles (DMV) which allows the agency to identify a larger universe of drivers operating with additional violations against their DMV licenses.

## Appendix A: Budget Actions in the November and the Preliminary Plans

<i>Dollars in Thousands</i>	FY 2015			FY 2016		
	City	Non-City	Total	City	Non-City	Total
<b>TLC Budget as of the Adopted 2015 Budget</b>	<b>\$74,995</b>	<b>\$0</b>	<b>\$74,995</b>	<b>\$62,844</b>	<b>\$0</b>	<b>\$62,844</b>
<b>New Needs</b>						
Application Processing Improvements	\$433	\$0	\$433	\$527	\$0	\$527
Prosecution in the Courtroom	318	0	318	620	0	620
Taxi & SHL Improvement Fund	242	0	242	472	0	472
Vision Zero Enforcement Red Light Camera	144	0	144	279	0	279
Accessibility and App Audit Team	0	0	0	523	0	523
Additional LIC Licensing Space	0	0	0	100	0	100
FHV Data Team	0	0	0	294	0	294
LaGuardia Airport Squad	0	0	0	1,231	0	1,231
Small Business First	25	0	25	18	0	18
TLC Moving Costs	0	0	0	200	0	200
<b>Subtotal New Needs</b>	<b>\$1,162</b>	<b>\$0</b>	<b>\$1,162</b>	<b>\$4,263</b>	<b>\$0</b>	<b>\$4,263</b>
<b>Other Adjustments</b>						
PS Adjustments	\$209	\$0	\$209	\$268	\$0	\$268
Collective Bargaining	431	0	431	665	0	665
<b>Subtotal Other Adjustments</b>	<b>\$640</b>	<b>\$0</b>	<b>\$640</b>	<b>\$932</b>	<b>\$0</b>	<b>\$932</b>
<b>Total All Changes</b>	<b>\$1,802</b>	<b>\$0</b>	<b>\$1,802</b>	<b>\$5,195</b>	<b>\$0</b>	<b>\$5,195</b>
<b>TLC Budget as of the Preliminary 2016 Budget</b>	<b>\$76,797</b>	<b>\$0</b>	<b>\$76,797</b>	<b>\$68,039</b>	<b>\$0</b>	<b>\$68,039</b>

## Appendix B: Fiscal 2015 Mayor's Management Report Performance Measures

TLC Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Active medallion taxis that are accessible	N/A	N/A	553	*	*	234	573
Active Boro Taxis that are accessible	N/A	N/A	492	*	*	N/A	926
Accessible dispatch median wait time in Manhattan (hours :minutes)	N/A	N/A	0:15	*	*	0:14	0:13
Accessible dispatch trips fulfilled as a percent of requested trips (%)	N/A	N/A	81.0%	*	*	81.3%	88.9%
Active medallion vehicles with hearing loops	N/A	N/A	312	*	*	N/A	487
Active medallion taxis that are accessible	N/A	N/A	553	*	*	234	573
Medallion safety and emissions inspections conducted	51,582	51,786	52,046	*	*	17,226	17,141
- Passed	37,683	38,125	38,267	*	*	12,843	12,679
- Failed	13,889	13,661	13,779	*	*	4,383	4,462
★ Medallion safety and emissions failure rate - Initial inspection (%)	33.5%	32.7%	33.0%	35.0%	35.0%	31.2%	32.0%
- Re-inspection (%)	9.1%	8.1%	7.9%	*	*	8.0%	7.9%
Medallion summonses issued for non-inspection	1,815	1,675	1,747	*	*	508	660
Medallion safety failure rate - Initial inspection (%)	7.9%	5.2%	5.5%	*	*	6.4%	4.4%
Medallion vehicles that pass NYS standard emissions test on initial inspection (%)	88.9%	89.6%	89.5%	*	*	90.3%	92.6%
Medallion safety and emissions inspections completed on time (%)	95.9%	94.9%	96.0%	*	*	96.4%	96.3%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	37,373	39,634	40,498	*	*	12,419	13,995
- Passed	24,135	25,869	27,295	*	*	8,353	9,860
- Failed	13,238	13,765	13,203	*	*	4,066	4,135
★ FHV safety and emissions failure rate - Initial inspection (%)	45.5%	44.9%	40.6%	45.0%	45.0%	40.8%	36.3%
- Re-Inspection (%)	15.6%	15.1%	14.4%	*	*	15.3%	13.9%
FHV safety and emissions inspections completed on time (%)	99.9%	99.8%	99.9%	*	*	100.0%	100.0%
Boro Taxi safety and emissions inspections conducted	N/A	N/A	11,202	*	*	1,327	5,745
- Passed	N/A	N/A	7,157	*	*	851	3,593
- Failed	N/A	N/A	4,045	*	*	476	2,152
Boro Taxis safety and emissions failure rate - Initial inspection (%)	N/A	N/A	49.7%	*	*	50.3%	51.2%
- Re-inspection (%)	N/A	N/A	13.0%	*	*	14.8%	14.0%
Medallion patrol summonses issued	3,574	7,240	7,676	*	*	1,675	4,712
Administrative summonses issued to medallions	15,460	14,877	6,953	*	*	2,106	3,852
FHV patrol summonses issued	41,254	32,633	41,939	*	*	13,353	14,593
« - Summonses issued for illegal street hails and unlicensed activity	20,547	17,258	19,031	*	*	6,624	4,487
- Street hail summonses issued to non-medallion vehicle drivers	10,783	2,071	4,209	*	*	1,134	1,370
- Summonses issued for unlicensed operation	9,764	15,187	14,822	*	*	5,490	3,117
Administrative summonses issued to FHVs	3,945	5,861	6,403	*	*	1,450	3,965
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	N/A	83.0%	85.4%	*	*	83.2%	91.4%
Vehicles seized	3,493	7,830	9,088	*	*	3,479	1,523
«Average wait time at Long Island City licensing facility (hours: minutes)	0:23	0:14	0:28	0:25	0:25	0:21	0:12

TLC Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Medallion drivers' licenses issued	27,816	28,057	29,569	*	*	10,390	10,909
For-hire vehicle drivers' licenses issued	33,374	34,229	40,388	*	*	12,975	23,297
For-hire base licenses issued	262	276	291	*	*	84	108
For-hire vehicle owners' licenses issued	26,835	28,868	32,872	*	*	8,938	12,340
Average days to receive a medallion driver's license from initial application	50.9	49.6	62.3	*	*	50.0	76.8
Average days to receive a FHV driver's license from initial application	21.5	19.9	61.7	*	*	37.1	56.5
«Average time to conduct a safety and emissions inspection of a medallion taxi (hours: minutes)	1:18	0:55	0:53	1:00	1:00	0:52	0:44
«Average time to conduct a safety and emissions inspection of a FHV (hours: minutes)	1:22	0:56	1:00	1:00	1:00	0:49	0:36
Average time to conduct a safety and emissions inspection of a Boro Taxi (hours: minutes)	N/A	N/A	0:57	*	*	0:50	0:45
«Average time to close a consumer complaint (calendar days): Medallion	38.0	47.0	52.0	55.0	55.0	61.0	59.3
Medallion driver complaints received	19,161	18,109	17,409	*	*	5,762	5,574
- Service refusals	4,909	4,081	4,034	*	*	1,272	1,104
- Discourteous behavior	2,577	2,079	2,169	*	*	686	724
- Overcharges	3,030	3,246	2,988	*	*	951	960
- Traffic rules	3,361	3,772	3,358	*	*	1,175	1,309
- Other	5,284	4,931	4,864	*	*	1,678	1,477
«Average time to close a consumer complaint (calendar days): FHV	54.4	56.1	55.0	55.0	55.0	71.0	58.1
FHV driver complaints received	2,761	3,002	2,666	*	*	884	1,068
- Discourteous behavior	818	714	580	*	*	166	219
- Overcharges	490	505	525	*	*	166	242
- Traffic rules	598	516	553	*	*	198	292
- Other	855	1,267	1,008	*	*	354	359
Medallion vehicles	13,237	13,237	13,566	*	*	13,237	13,579
For-hire vehicles (includes Boro Taxis)	41,044	43,668	51,145	*	*	45,673	54,640
- Boro Taxis	N/A	N/A	5,048	*	*	851	5,745

Source: Fiscal 2015 Preliminary Mayor's Management Report \*Critical Indicator