2018 FACT BOOK

NYC
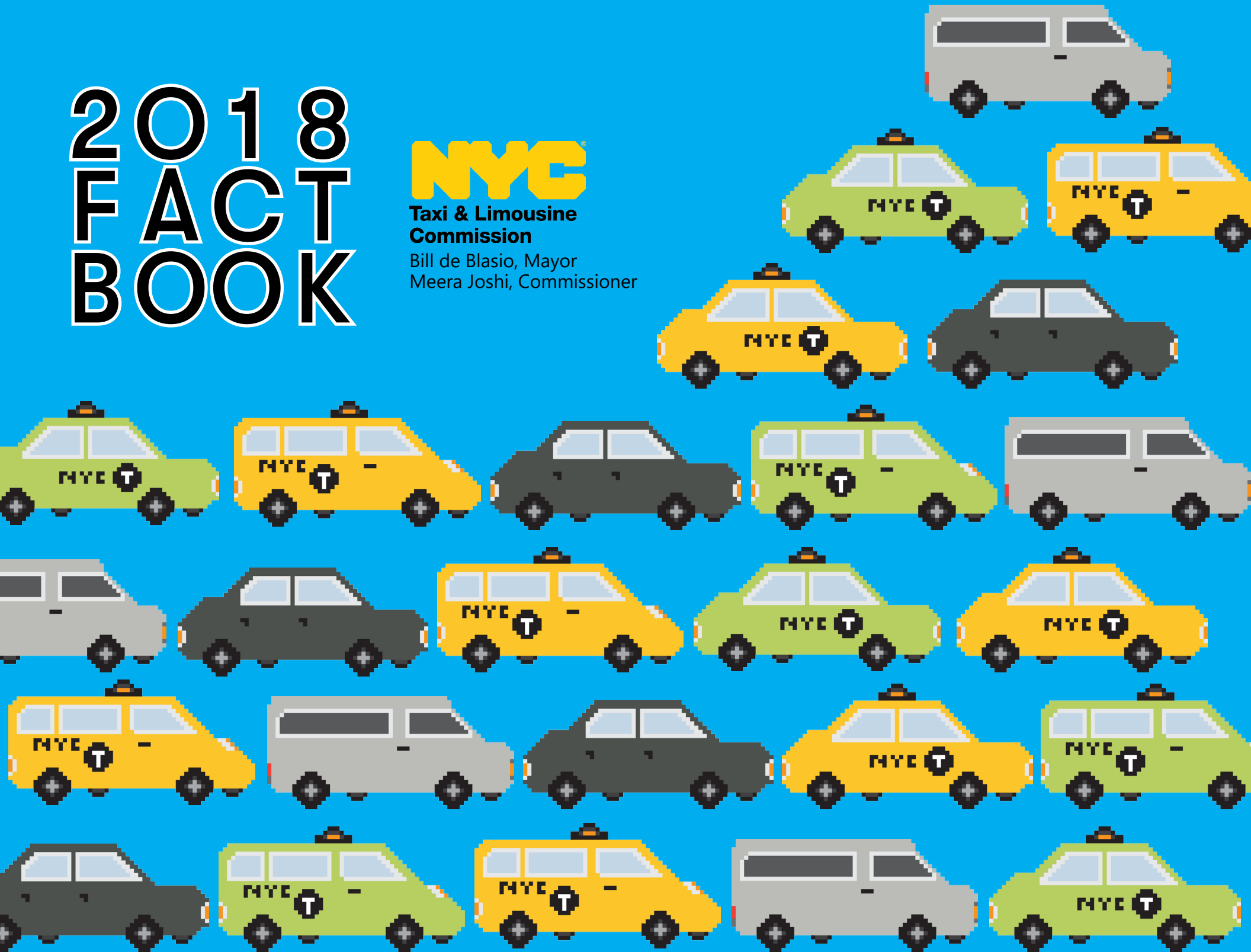
Taxi & Limousine Commission

Bill de Blasio, Mayor
Meera Joshi, Commissioner

2018 TLC FACTBOOK

Since the Taxi & Limousine Commission published the last Factbook in 2016, the for-hire industry in New York City has rapidly evolved. In keeping with these changes, the TLC continues to improve service, reliability and safety for licensees and passengers.

Among such improvements is the streamlining of our licensing process. The Universal Driver's License allows drivers to operate freely across industries, apps, and vehicle types. The Long Island City facility was joined by a new State DMV facility in March 2018, allowing licensees to complete multiple transactions in a single visit. Together, these improvements helped decrease the average wait time at TLC licensing facilities 86 percent, from 26 minutes in 2016 to 14 minutes in 2017. TLC also brought the licensing experience online. Our new Upload Portal, *TLC UP*, provides an easy way for applicants to submit documents and check their status. Additionally, the License Application Renewal and Summons (LARS) website now allows many transactions to be completed entirely online. New facilities, plus the expansion of online capabilities, have decreased the average time between a driver's application and first trip from five months in 2016 to two months this year.

Additionally, access to transportation has been improved for all New Yorkers. The Accessible Dispatch program expanded citywide in January 2018 and allows passengers to request a vehicle anywhere in the city using a smartphone app, website, or telephone. This, combined with the Taxi Improvement Fund (TIF), which levies a thirty cent surcharge on all medallion and street-hail livery trips, continues to help increase the share of wheelchair accessible taxis. New For-Hire Vehicle accessibility rules will allow more FHV passengers to take trips in wheelchair accessible vehicles.

As the industry evolves, TLC continues to innovate. Pilot programs on vehicle safety, used vehicles, flexible fare structures, and flexible leasing options, allow TLC-licensed vehicles to integrate new technologies and business models that improve service for passengers and drivers alike. In 2018, the TLC commissioned a groundbreaking study on driver income. In partnership with two world-renowned labor economists, this study is the first of its kind to comprehensively examine earnings and expenses in the for-hire vehicle sector, and will help guide future policy-making related to driver income.

All data from this Factbook are available at nyc.gov/tlcfactbook.
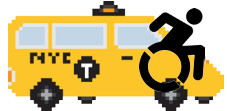
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A Guide to the 2018 TLC Factbook

The 2018 TLC Factbook examines trends in the taxi and for-hire vehicle industry in New York City from January 2016 through June 2018, unless otherwise noted. Information is included on all segments of the industry. These include **medallion taxis** ("yellow cabs"); **street hail liveries** ("boro or green taxis"); **black cars, liveries and luxury limousines** ("FHVs"); **commuter vans; paratransit vehicles**; and **wheelchair accessible vehicles** ("WAVs").

Both drivers and vehicles are referred to in the Factbook as active and/or licensed. In this context, a **licensed** driver and/or vehicle means one currently in good standing with TLC's licensing division. **Active** refers to drivers and/or vehicles that provided at least one trip in a given time period.

For-Hire Vehicles are divided into two distinct groups based on the dispatching base: **High Volume For-Hire Services (HVFHS)** and **Traditional FHV**. "High Volume" includes vehicles that provide trips for bases that dispatch more than 10,000 trips per day. These vehicles are often affiliated with one or more of the four largest TLC-licensed FHV companies in New York City — Juno, Lyft, Uber and Via. Combined, these bases account more than 80% of all FHV trips. "Traditional" consists of vehicles providing trips for the remaining 800+ FHV bases licensed by TLC.

Throughout the Factbook, colors and icons are used to represent these different vehicle types and industry segments. To the left and below are universal legends that can be used to understand the information on all following pages.

Vehicle Types

Medallion Taxi

Wheelchair Accessible Medallion Taxi

Street Hail Livery

Wheelchair Accessible Street Hail Livery

For-Hire Vehicle

Wheelchair Accessible For-Hire Vehicle

High Volume For-Hire Services Vehicle

Commuter Van

Paratransit Vehicle

Industry Segments

- Medallion Taxi
- Street Hail Livery
- High Volume
- Traditional FHV

List of Figures

REGULATED INDUSTRIES

The New York City Taxi & Limousine Commission regulates all taxis and for-hire vehicles.

Medallion Taxicabs are often referred to as yellow cabs. A fixed number of medallions grant access for these vehicles to accept street hails and electronic trips (e-hail) anywhere in the city. Vehicles are inspected three times per year and drivers must pass a driver education course. Fares are set by the TLC and based on an initial charge, distance, and time, plus surcharges. Many yellow cabs are owned and operated by a garage as part of a fleet. In this arrangement, drivers pay to lease the taxi and medallion on a daily or weekly basis. In Driver-Owned Vehicles, the driver leases the right to use the medallion and uses either a leased or owned vehicle to provide trips. There are also Individual Owner-Operators who own both the medallion and the vehicle, and can lease them to other drivers when not in use.

Street Hail Liveries are also known as green or boro taxis. They began providing service to New Yorkers in August 2013. Boro taxis can accept street hails and electronic trips, as well as pre-arranged trips, in Manhattan above E. 96th St. and W. 110th St., and anywhere in the other boroughs. They cannot pick up passengers at airports unless the trips are pre-arranged through a base. SHLs are inspected twice per year, and drivers must pass a driver education course. Fares are set by the TLC on street hails and e-hails; the dispatching base sets the fare when service is pre-arranged.
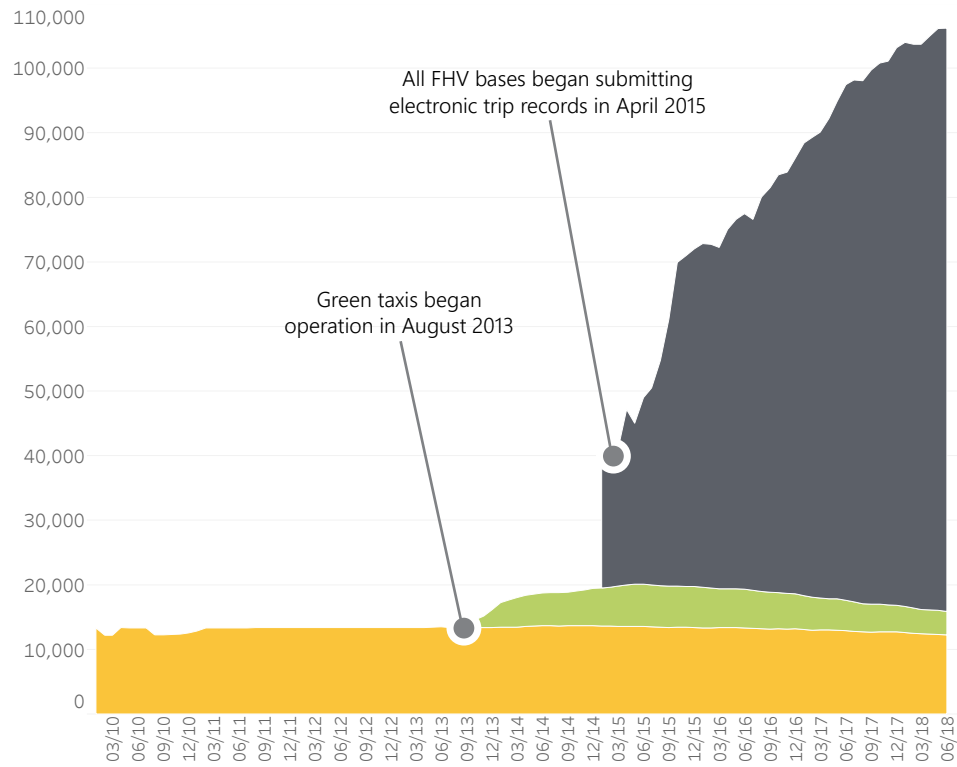
For-Hire Vehicles, known as FHVs, are divided into three categories: black cars, liveries, and luxury limousines. Across the sector, vehicles are inspected every other year at TLC facilities and 3 times per year at DMV facilities. Black cars provide pre-arranged service, typically through smartphone apps or agreements with corporate clients; liveries and luxury limousines also provide pre-arranged service. FHVs cannot accept street hails in New York City. All FHVs must be affiliated with a base and can be dispatched by any FHV base of the same class. All FHV fares are set by the dispatching base; in addition, fares for liveries must be given upfront and are binding. Furthermore, FHV bases are categorized as High Volume or Traditional, depending on the amount of daily trips dispatched. FHV services which provide more than 10,000 trips per day are classified as High Volume For-Hire Services.

Commuter vans operate throughout New York City but within specific geographic boundaries approved by the Department of Transportation. Fares are set by the licensed authorities. Commuter vans typically provide rides in areas lacking in other public transportation options for a flat rate. Commuter vans are operated by a Commuter Van Authority.

Paratransit vehicles provide pre-arranged service for medical-related purposes. Trips are usually to or from healthcare facilities. Vehicles must be dispatched by a paratransit base.

INDUSTRY OVERVIEW

The terms *licensed* and *active* are used to define vehicles and drivers in the Factbook. **Licensed** refers to vehicles and/or drivers currently in good standing with TLC's licensing division. **Active** refers to drivers and/or vehicles that provided at least one trip in a given time period.

ACTIVE VEHICLES

All FHV bases began submitting electronic trip records in April 2015

Green taxis began operation in August 2013

01. Active Vehicles, January 2010 - June 2018
Source: TLC Trip Records

LICENSED VEHICLES

	2016	2017	2018	
	13,587	13,587	13,587	0%
	5,573	4,245	3,579	↓36%
	67,484	82,794	107,435	↑59%
	584	437	297	↓49%
	1,123	659	425	↓62%

02. Licensed Vehicles, 2016 - 2018
Source: TLC Administrative Records (2018 data is as of June 2018)

ACTIVE WHEELCHAIR ACCESSIBLE VEHICLES

	2016	2017	2018	
	1,184	1,815	1,934	↑63%
	678	293	216	↓68%
	N/A	N/A	105	

03. Active Wheelchair Accessible Vehicles at End of Year, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018; historical FHV data not available)

LICENSED HYBRID VEHICLES

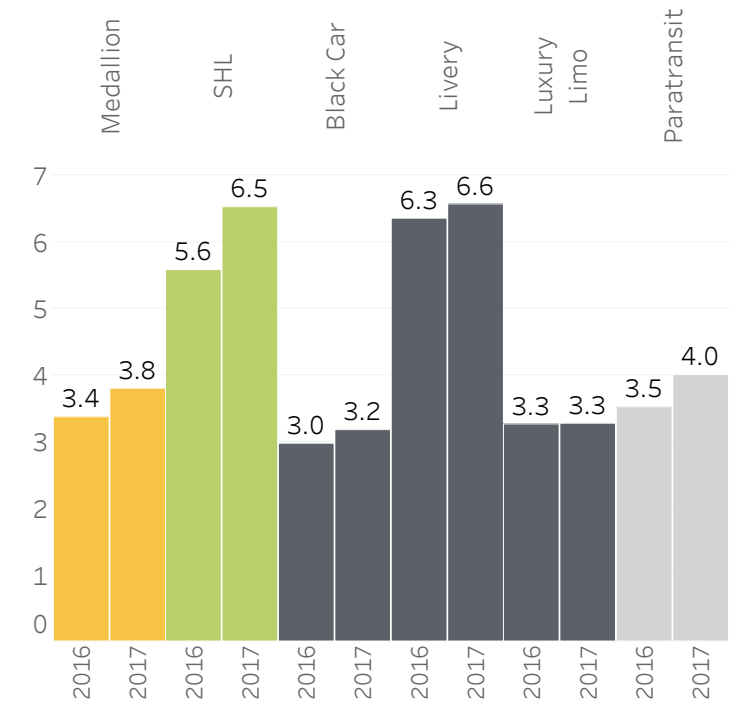|	2016	2017	2018	
	7,478	8,060	8,643	↑16%
	1,413	1,548	1,601	↑13%
	14,190	18,440	20,347	↑43%

04. Licensed Hybrid Vehicles, 2016 - 2018
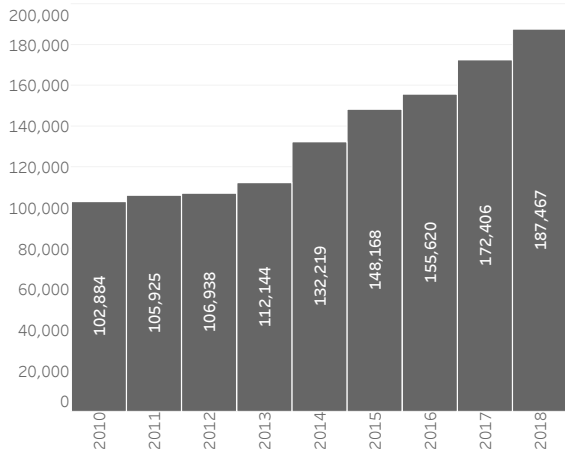*Source: TLC Administrative Records (2018 data is as of June 2018)*

ACTIVE DRIVERS

All FHV bases began submitting electronic trip records in April 2015

Green taxis began operation in August 2013
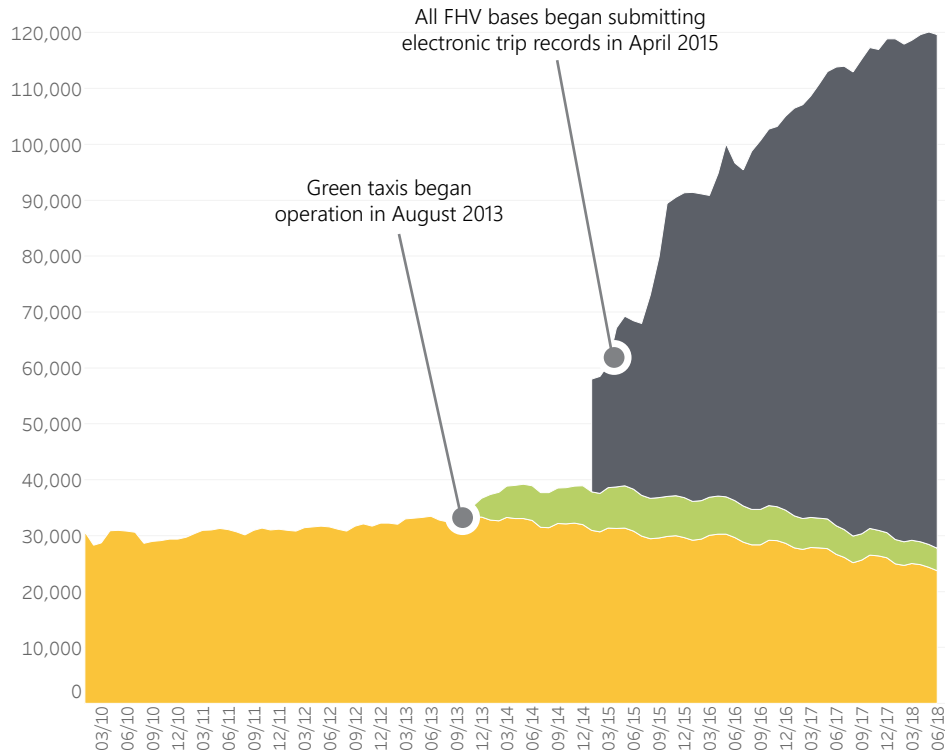
05. Active Drivers, January 2010 - June 2018
Source: TLC Trip Records

AVERAGE VEHICLE AGE

Medallion		SHL		Black Car		Livery		Luxury Limo		Paratransit	
3.4	3.8	5.6	6.5	3.0	3.2	6.3	6.6	3.3	3.3	3.5	4.0
2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017

06. Average Vehicle Age, 2016 - 2017
Source: TLC Administrative Records

LICENSED DRIVERS

2010	2011	2012	2013	2014	2015	2016	2017	2018
102,884	105,925	106,938	112,144	132,219	148,168	155,620	172,406	187,467

07. Licensed Drivers, 2010 - 2018
Source: TLC Administrative Records (2018 data is as of June 2018)

LICENSED BASES

Black Car			Livery			Luxury Limo			Commuter Van			Paratransit		
237	278	373	494	468	458	184	170	165	52	53	53	125	122	97
2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
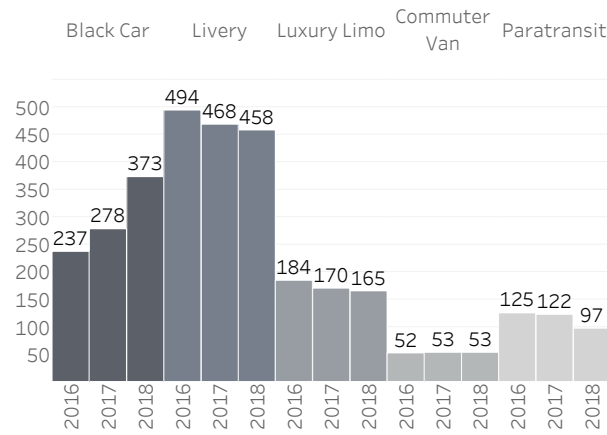
08. Licensed Bases, 2016 - 2018
Source: TLC Administrative Records (2018 data is as of June 2018)

There are more than 125,000 licensed vehicles and 185,000 licensed drivers. The growth has not been distributed evenly, however. The FHV sector has grown considerably since 2015 when detailed data became available, with average monthly active vehicles increasing from 19,000 to more than 90,000. Over the same period, the number of medallion vehicles has remained steady while boro taxis have decreased.

Wheelchair accessible and hybrid vehicles are also more prevalent. The number of total WAVs on the road has increased 15 percent since 2016, and there are more than 30,000 hybrid TLC vehicles.

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TRIP TRENDS

From January 2016 to June 2018, TLC-licensed vehicles and drivers completed nearly 780 million trips. The combined daily average trips in the taxi and FHV sectors increased 30 percent over the same period, from 766,000 in 2016 to over 1,000,000 in 2018. The fastest growing industry segment was High Volume For-Hire Services, which increased daily average trips 137 percent from 2016 to 2018.

The fewest amount of trips were given on January 23rd, 2016, when 27 inches of snow fell in New York's worst snowstorm since 1869. Only 171,000 trips were given that day, compared to the highest recorded day, April 14th, 2018, which had over 1.23 million trips.
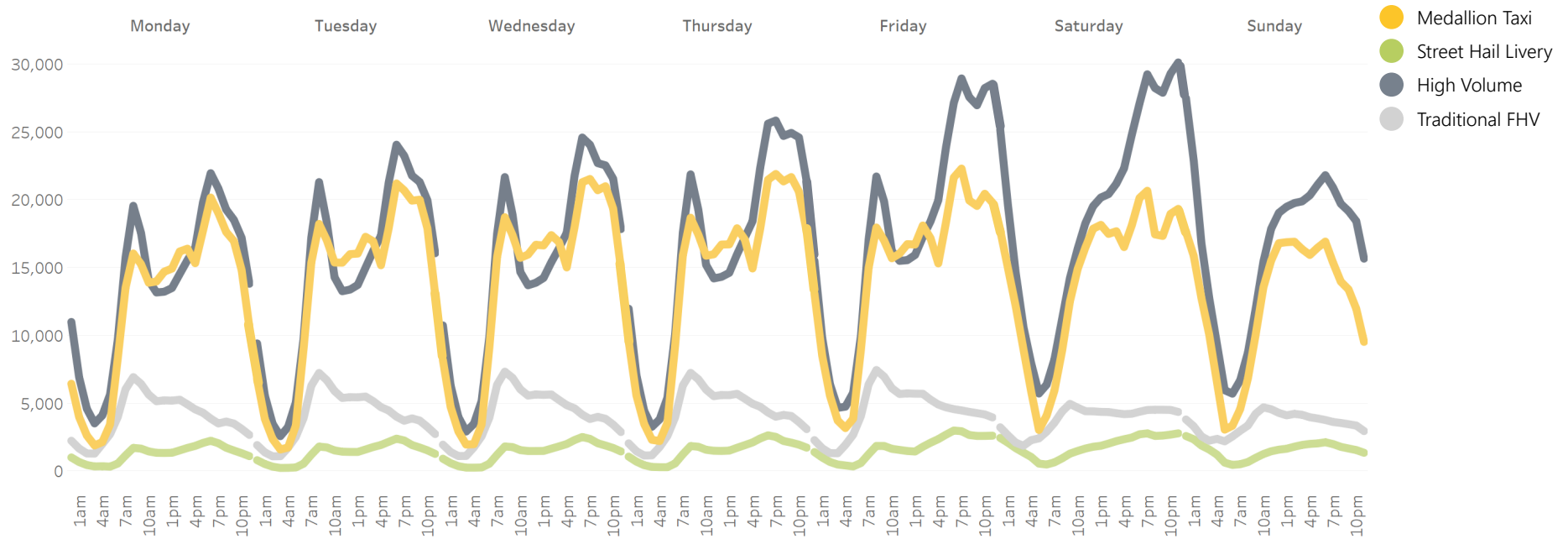
DAILY AVERAGE TRIPS

- ● Medallion Taxi
- ● Street Hail Livery
- ● High Volume
- ● Traditional FHV
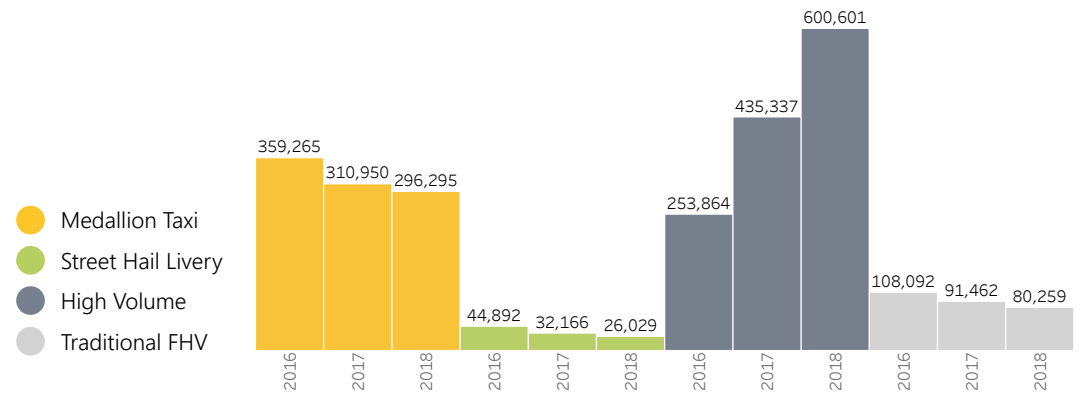
09. Daily Average Trips, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)
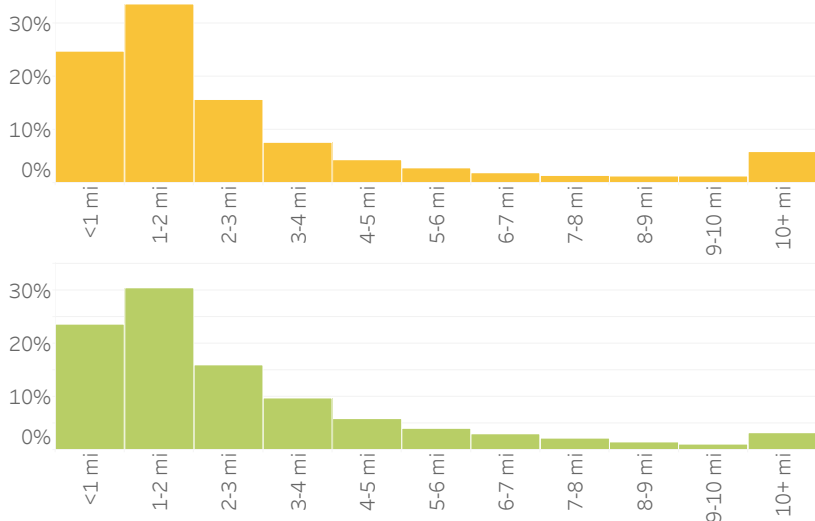
DAILY TOTAL TRIPS
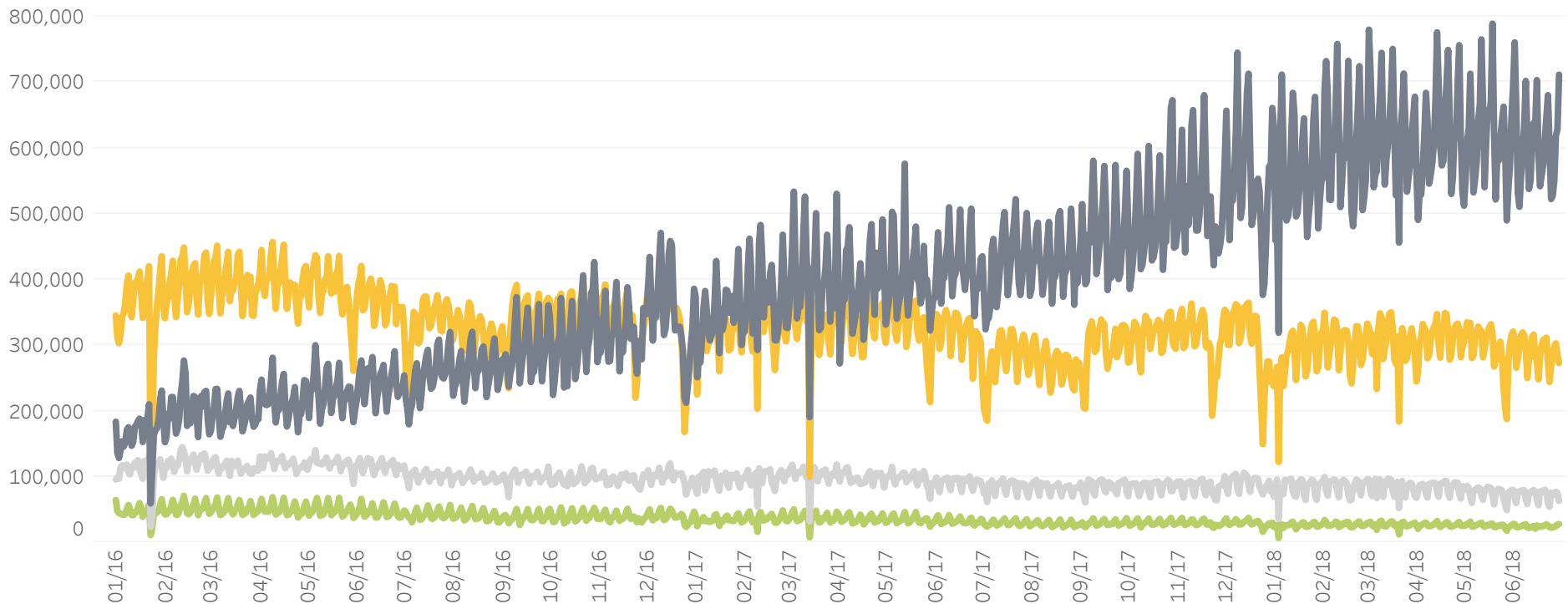
10. Daily Total Trip, January 2010 - June 2018
Source: TLC Trip Records

DAILY AVERAGE TRIPS BY TIME AND DAY

11. Daily Average Trips by Time of Day, Day of Week, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)

TRIP DISTANCES

12. Share of Trips by Distance, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)

Trip Times

Daily trip patterns vary across industries. In the medallion and High Volume sector, weekday trips are most frequently taken during morning and evening peak periods with mid-day lows. Saturdays see the most trips overall in these sectors. SHL trips also tend to be in the morning and evening rush hour periods, with less of a decline in mid-day trips. Traditional FHV trips are more likely to occur early in the day and decrease into the evening.

Trip Distances

More than half of all medallion and SHL trips are less than two miles. Yellow cab trips tend to be about one mile longer: the average yellow cab trip was 3.7 miles while the average SHL trip was 2.8 miles. The combined distance of medallion and SHL trips since 2016 was greater than one trillion miles, or five round trips to the Sun.

Trip distance data on FHVs is not currently available.

NYC Taxi & Limousine Commission
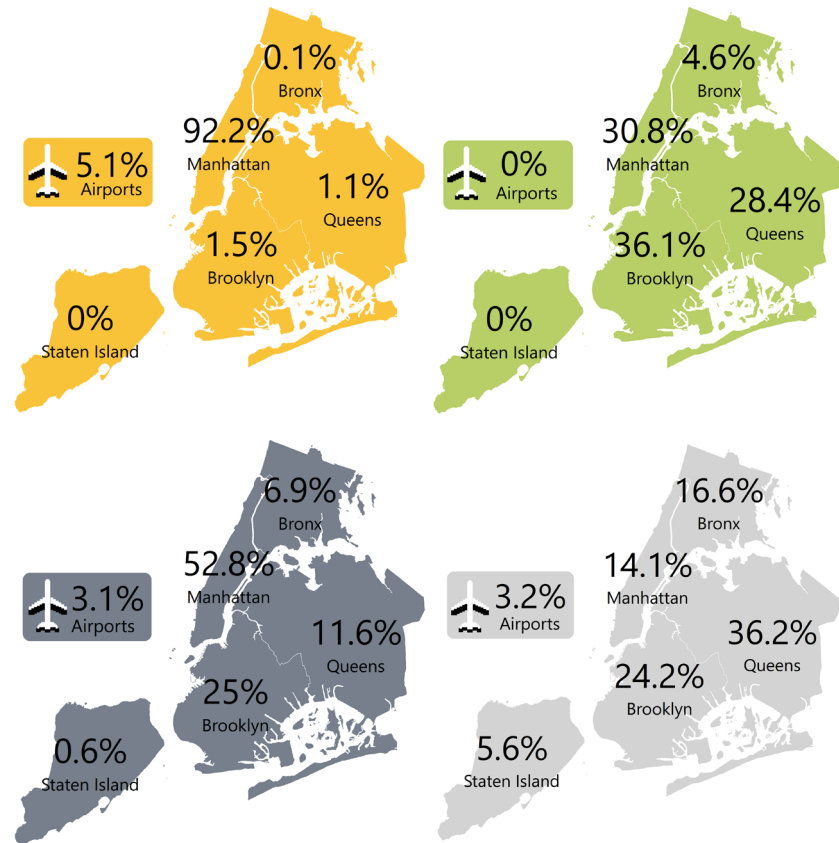
Distribution of Trip Pick Ups by Borough

Each industry segment serves New York City's boroughs differently. Medallion taxis dominate service in Manhattan, while other segments distribute trips more evenly.

Fares

The average yellow cab fare was $13.61. The average SHL fare was lower at $12.78. Roughly half of all SHL fares were paid by credit card in 2016 and 2017, whereas two-thirds of medallion riders paid with credit card.

Fares for High Volume For-Hire Services are paid entirely by credit card; fare payment data for Traditional FHVs is not currently available.

DISTRIBUTION OF TRIPS BY BOROUGH

0.1% Bronx
92.2% Manhattan
5.1% Airports
1.1% Queens
1.5% Brooklyn
0% Staten Island

4.6% Bronx
30.8% Manhattan
0% Airports
28.4% Queens
36.1% Brooklyn
0% Staten Island

6.9% Bronx
52.8% Manhattan
3.1% Airports
11.6% Queens
25% Brooklyn
0.6% Staten Island

16.6% Bronx
14.1% Manhattan
3.2% Airports
36.2% Queens
24.2% Brooklyn
5.6% Staten Island

13. Distribution by Pick-Ups by Location, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)
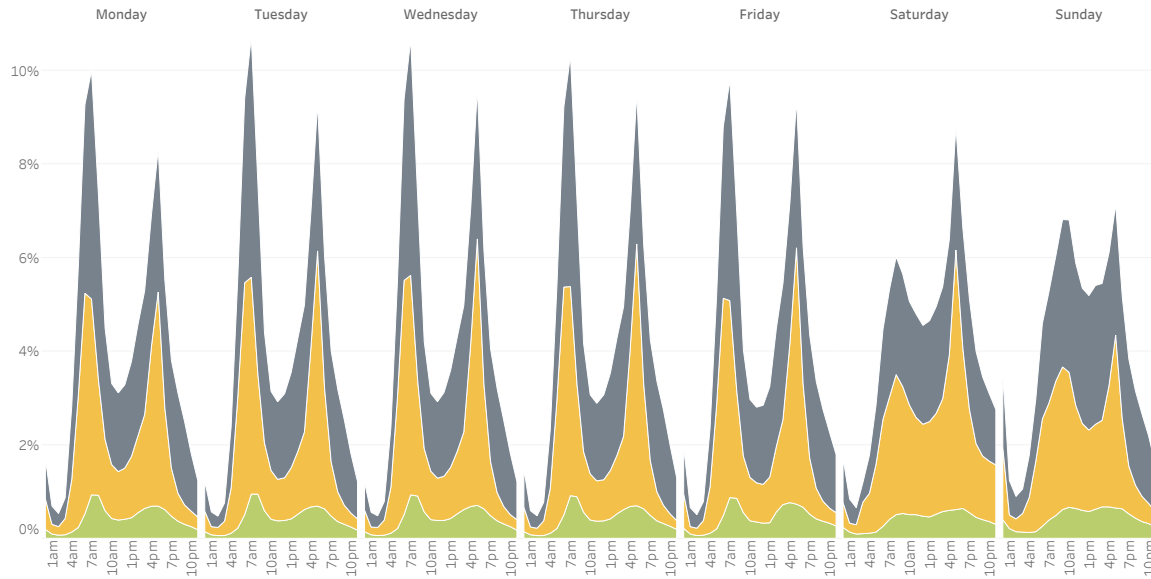
AVERAGE PASSENGER FARE PAID

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

$18
$16
$14
$12
$10
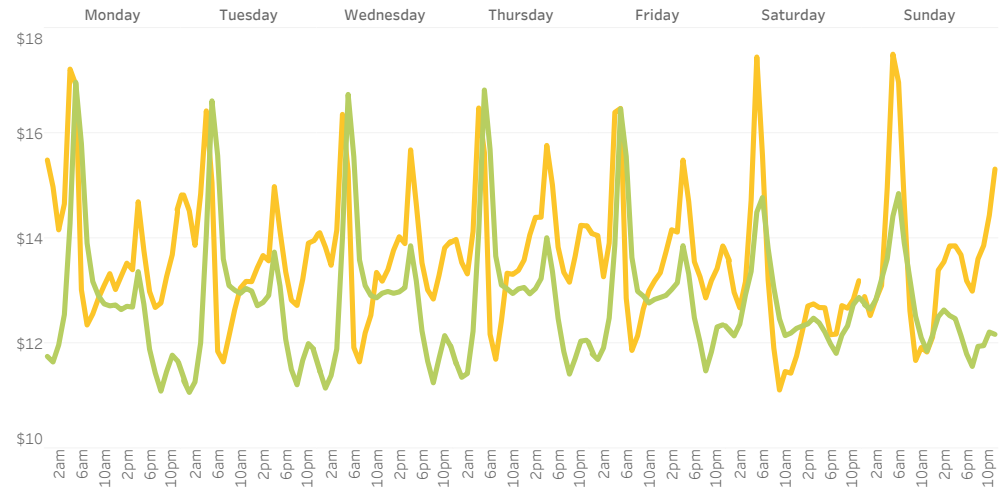
14. Average Passenger Fare Paid, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)

FARE PAYMENT TYPE

67.4% credit card
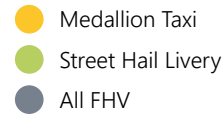
51.6% credit card
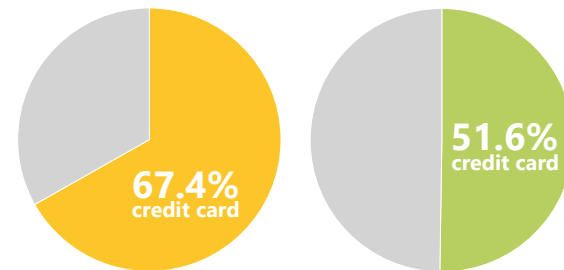
15. Fare Payment Type, 2016 - 2018
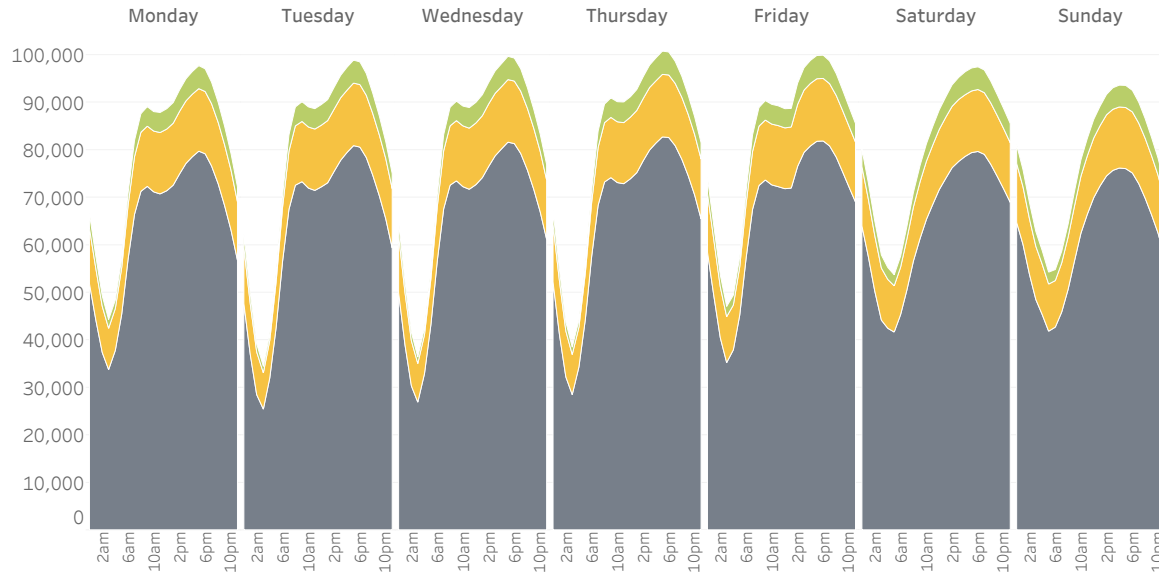*Source: TLC Trip Records (2018 data is as of June 2018)*

DRIVER START TIMES

16. Driver Start Times, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018; FHV data from June 2017 - June 2018)

Legend:
- Medallion Taxi
- Street Hail Livery
- All FHV

AVERAGE ACTIVE VEHICLES PER HOUR

18. Average Number of Active Vehicles per Hour, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)

LOST PROPERTY REPORTS

Bags & Wallets
40%

Electronics
35%

Clothing & Glasses
8%

Other Items
17%

17. Lost Property Reports, 2016 - 2017
Source: Administrative Records

Driver Start Times
Across the industry, drivers tend to cluster their daily start times in morning and afternoon periods. On weekdays, 7am and 5pm are the most common start times. On weekends, start times are more evenly distributed, especially in SHLs.

Active Vehicles
The numbers of licensed and active vehicles are not necessarily equivalent, as not every licensed vehicle is on the road or in use each hour of each day. During peak activity periods, there are as many as 13,150 active medallion taxis, 4,920 SHLs, and 82,600 FHVs giving trips in New York City.
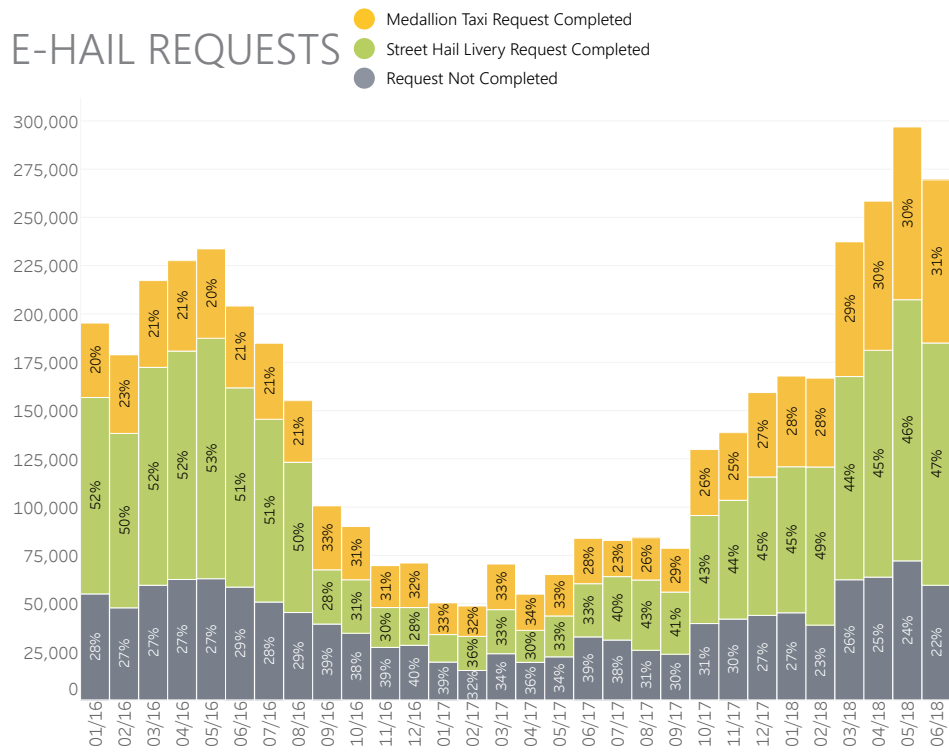
Lost Property
Thousands of items are left behind in TLC-licensed vehicles each year. The most commonly forgotten items are bags and wallets, and personal electronics devices like smartphones and tablets.

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E-HAIL

Passengers can request medallion and SHL vehicles anywhere in New York City through the use of mobile applications by TLC-approved companies. Overall, SHLs receive and complete more electronic trip requests than yellow cabs. In a typical month, 70 to 75 percent of all e-hail requests are completed.

The decline in e-hail requests in 2017 is due to a decline in licensed providers; the subsequent increase in 2018 is accounted for largely by Access-A-Ride requests.
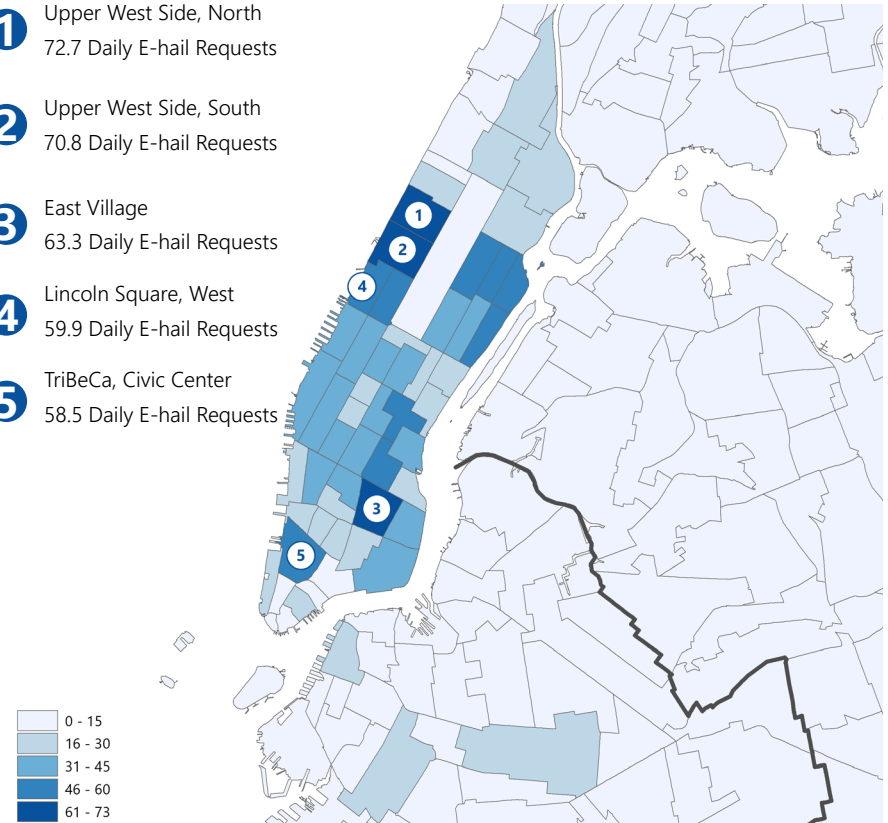
The most popular locations for e-hail requests tend to be in Manhattan. The five neighborhoods that rank highest for total daily requests are Upper West Side North and South, the East Village, Lincoln Square West, and TriBeCa/Civic Center. The most popular locations for requests outside of Manhattan were Park Slope and Crown Heights North in Brooklyn.

DAILY E-HAIL REQUEST TOP LOCATIONS

1 Upper West Side, North
72.7 Daily E-hail Requests

2 Upper West Side, South
70.8 Daily E-hail Requests

3 East Village
63.3 Daily E-hail Requests

4 Lincoln Square, West
59.9 Daily E-hail Requests

5 TriBeCa, Civic Center
58.5 Daily E-hail Requests

E-HAIL REQUESTS

- 🟡 Medallion Taxi Request Completed
- 🟢 Street Hail Livery Request Completed
- ⚫ Request Not Completed

Legend:
- 0 - 15
- 16 - 30
- 31 - 45
- 46 - 60
- 61 - 73

* all areas not pictured in map had an average of 15 or fewer daily requests

20. Average Daily E-Hail Requests by Taxi Zone, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)

19. E-Hail Requests by Outcome, January 2016 - June 2018
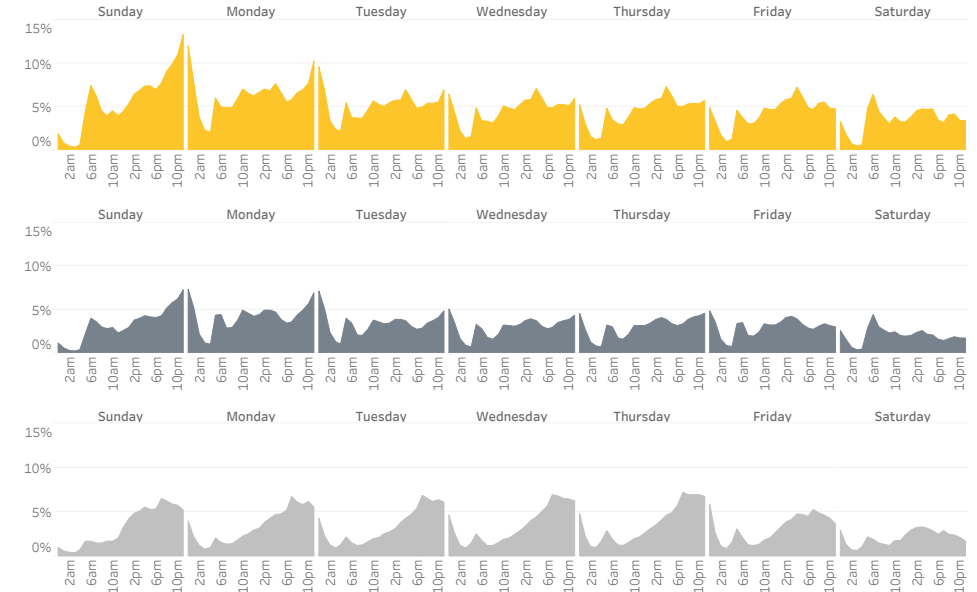*Source: TLC Trip Records*

AIRPORT TRIPS

Between January 2016 and June 2018, there were 40 million combined pickups and dropoffs by TLC-licensed vehicles at New York City's airports. Activity was dominated by the medallion and High Volume For-Hire Services industries, which together served nearly all trips.

Dropoff data became available in the High Volume FHS sector in June 2017, and now accounts for the majority of dropoffs. Pickups are now relatively split between yellow and High Volume vehicles.

At peak times, airport pickups account for 14% of yellow, 8% of High Volume, and 7% of traditional FHV total trips. Note that SHLs are not included in pickup data as they cannot pickup from airports unless they are dispatched there directly.

- Medallion Taxi
- Street Hail Livery
- High Volume
- Traditional FHV

AIRPORT PICKUPS AS SHARE OF TOTAL TRIPS

21. Airport Pickups as Share of Total Trips, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018)

AIRPORT PICKUPS & DROPOFFS

LGA Pickups

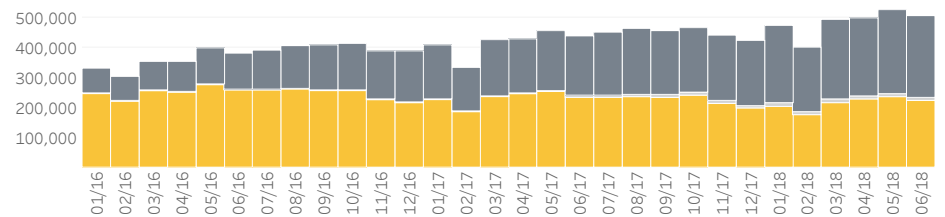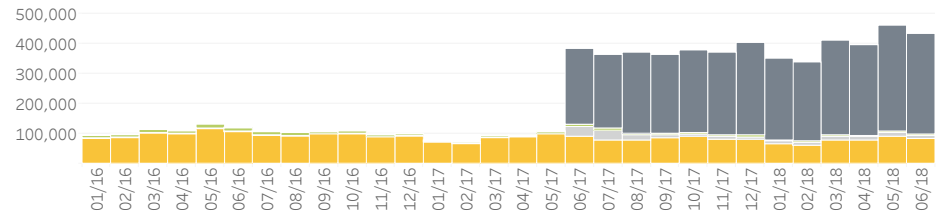### LGA Dropoffs
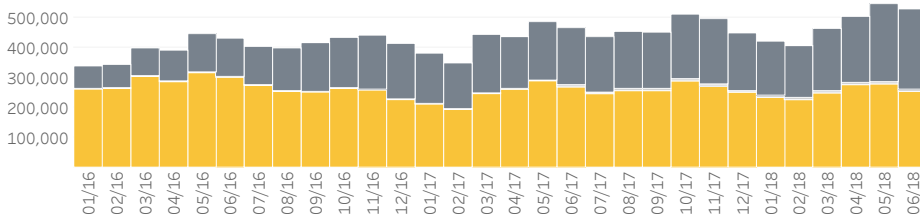
JFK Pickups
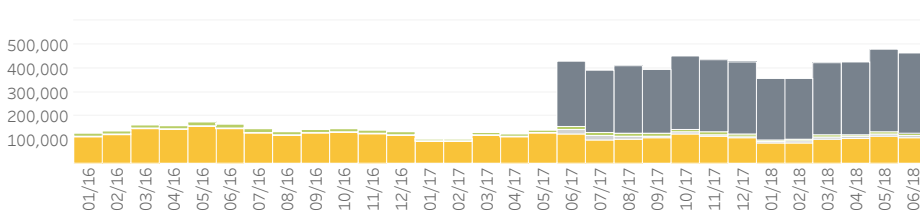
JFK Dropoffs

22. Airport Pickups & Dropoffs, 2016 - 2018
Source: TLC Trip Records (2018 data is as of June 2018; note that dropoff data in the High Volume sector was not available until June 2017)

NYC Taxi & Limousine Commission

HIGH VOLUME
& SHARED RIDES

Shared Rides

Shared rides have increased in popularity in New York City since data became available in June 2017. More than 41 million shared trips were taken through June 2018, which accounts for almost one in every four trips in the sector.

At peak times, more than 80% of Via's rides are shared; Lyft reaches nearly 30% and Uber nearly 25% shared rides. (Note the scale change in Metric 25.) Juno does not offer shared rides and is therefore not included here. At any given time, between 14-36% of all High Volume FHS trips are shared.

SHARE OF SHARED RIDE PICKUPS BY LOCATION
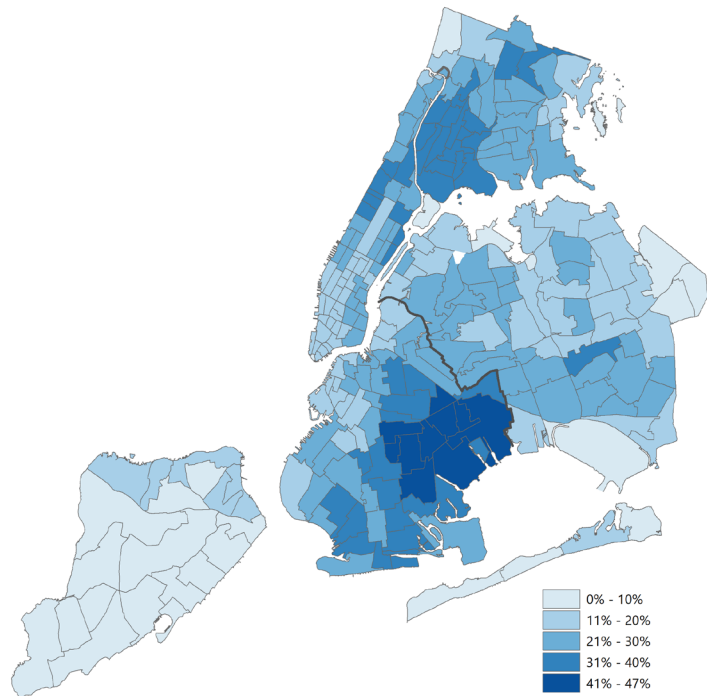
24. Shared Rides as Percent of Total High Volume FHS Pickups by Taxi Zone, June 2017 - June 2018
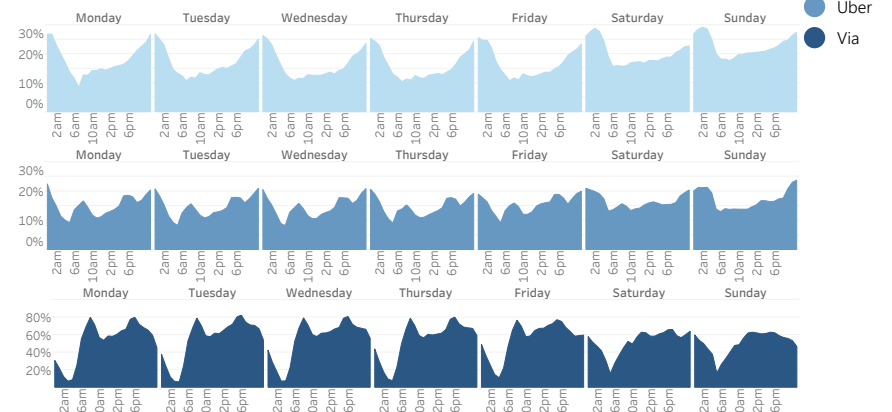*Source: TLC Trip Records*

Legend:
- 0% - 10%
- 11% - 20%
- 21% - 30%
- 31% - 40%
- 41% - 47%

SHARED RIDE PICKUPS BY LOCATION

1. Crown Heights, North
   926,011 Shared Rides

2. East Village
   741,018 Shared Rides

3. East New York
   636,061 Shared Rides

4. Canarsie
   565,356 Shared Rides

5. Clinton, East
   564,293 Shared Rides

Legend:
- 0 - 50,000
- 50,001 - 100,000
- 100,001 - 250,000
- 250,001 - 500,000
- 500,001 - 926,011
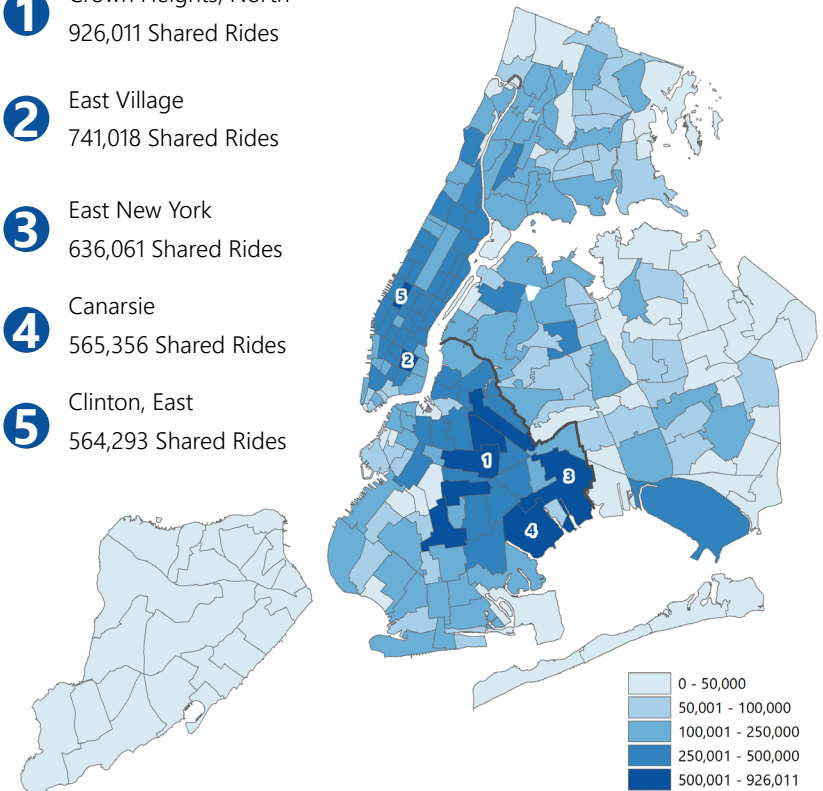
23. Shared Ride Pickups in High Volume FHS Sector by Taxi Zone, June 2017 - June 2018
Source: TLC Trip Records

SHARE OF SHARED RIDE PICKUPS BY TIME

Lyft
Uber
Via

25. Shared Rides as Percentage of Total Pickups by Company, June 2017 - June 2018
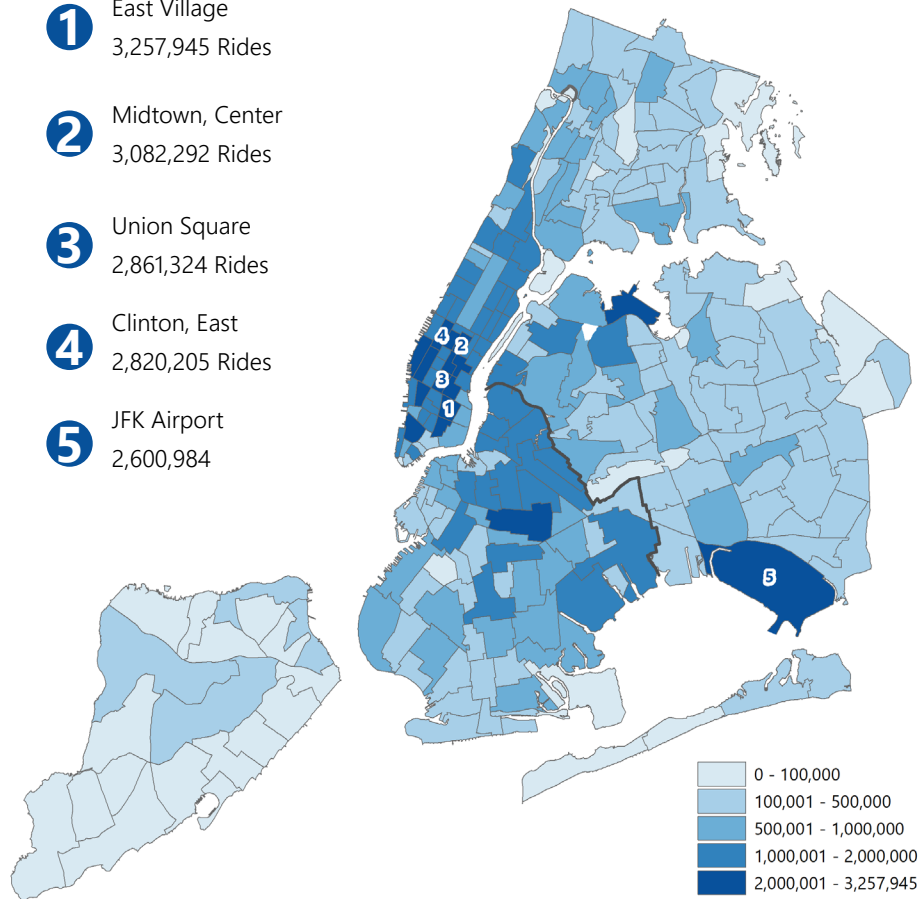*Source: TLC Trip Record*

High Volume For-Hire Services Trips

Pickups in the High Volume sector are most common in Manhattan and the airports. The East Village had the most combined pickups between June 2017 and June 2018, followed by Midtown, Union Square, Clinton (East) and JFK Airport.

Over the same period, the change in High Volume pickups shows how the industry varies geographically. Pickups in upper Manhattan and the Bronx have doubled in some areas, and Staten Island and Brooklyn have also seen high growth. The airports, western Brooklyn and some parts of Manhattan have seen a net loss in total pickups.

SHARED RIDES BY TIME

HIGHEST VOLUME OF SHARED RIDES	HIGHEST PROPORTION OF TOTAL RIDES SHARED
01. Saturday, 11pm	01. Monday, 6pm
02. Friday, 6pm	02. Tuesday, 5pm
03. Thursday, 6pm	03. Monday, 5pm
04. Friday, 11pm	04. Wednesday, 5pm
05. Saturday, 10pm	05. Thursday, 5pm

26. Highest Proportion and Volume of Shared Rides by Time of Day, Day of Week, January 2016 - June 2018
Source: TLC Trip Records

HIGH VOLUME FHS TRIPS BY LOCATION

1. East Village
3,257,945 Rides

2. Midtown, Center
3,082,292 Rides

3. Union Square
2,861,324 Rides

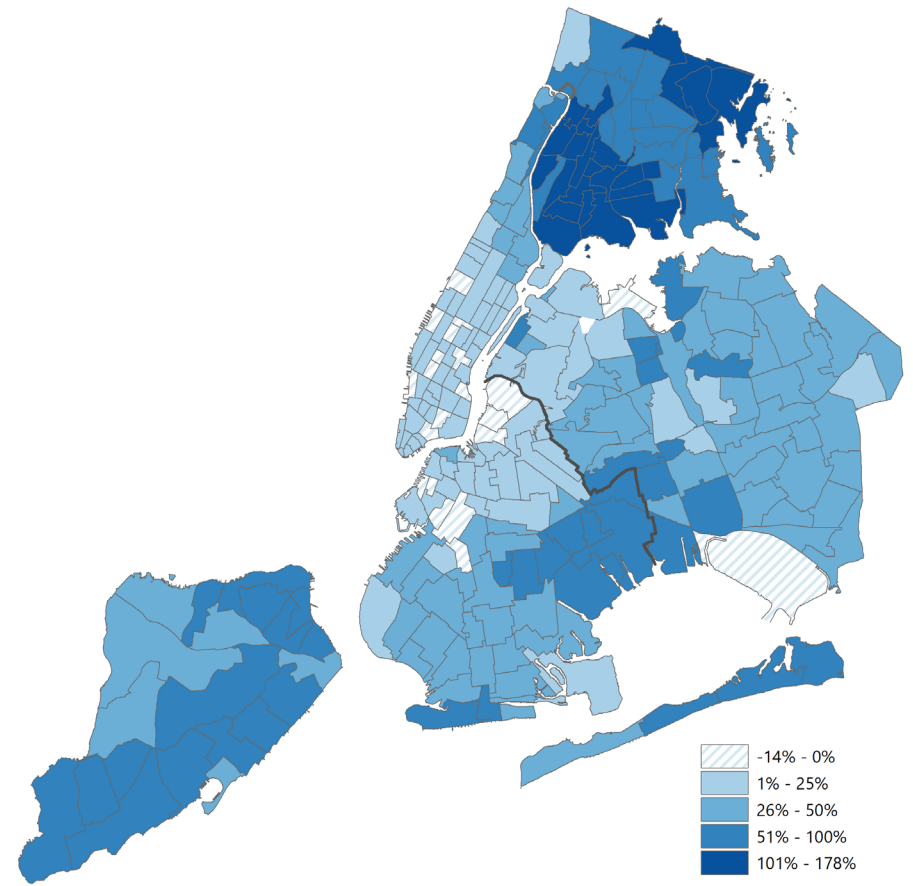4. Clinton, East
2,820,205 Rides

5. JFK Airport
2,600,984

0 - 100,000
100,001 - 500,000
500,001 - 1,000,000
1,000,001 - 2,000,000
2,000,001 - 3,257,945

27. Total High Volume FHS Rides by Taxi Zone, June 2017 to June 2018
Source: TLC Trip Records

CHANGE IN HIGH VOLUME FHS TRIPS

-14% - 0%
1% - 25%
26% - 50%
51% - 100%
101% - 178%

28. Change in High Volume FHS Trips by Taxi Zone, June 2017 to June 2018
Source: TLC Trip Records

NYC Taxi & Limousine Commission

SAFETY & ACCESSIBILITY

Vision Zero
New York City is committed to ending traffic deaths and injuries on city streets. TLC contributes to this goal through driver education, vehicle technology, and other means.

TLC recognizes safe drivers annually through the Safety Honor Roll program, which includes full-time drivers who had no crashes involving fatality or injury, no traffic violations, and no violations of TLC safety-related rules for four or more years. The total number of drivers honored increased 15 percent from 2016 to 2018.

There are six drivers who have been recognized every year since 2014. Fourteen drivers have been recognized four times, 57 drivers have been recognized three times, and 135 have been recognized twice.

SAFETY HONOR ROLL

	2016	2017	2018
(yellow taxi)	200	330	269
(green taxi)	83	31	37
(black car)	125	91	152
(van)	14	12	29

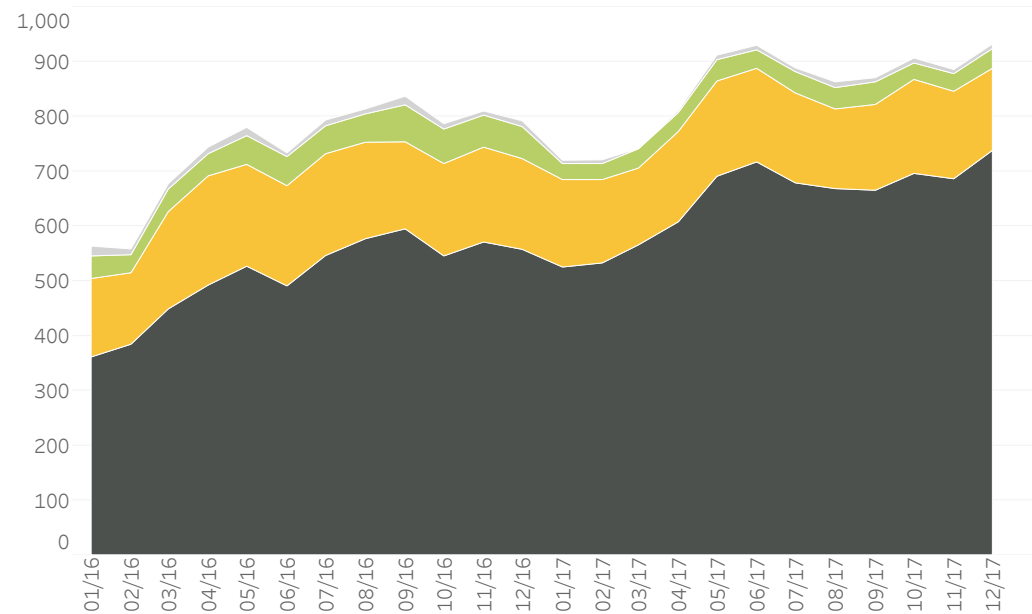REPEAT DRIVERS

★★	★★★	★★★★	★★★★★
135	57	14	6

30. Safety Honor Roll Drivers, 2016 - 2018
Source: TLC Administrative Data (note that drivers who are recognized in multiple sectors are counted in all categories)

TOTAL VEHICLE CRASHES RESULTING IN INJURY

29. Crashes Involving TLC Vehicles That Resulted in an Injury, 2016 - 2017
*Source: New York Police Department*

Accessibility

The Accessible Dispatch program allows New Yorkers to request trips in wheelchair accessible (WAV) medallion or street hail livery vehicles anywhere in the city via mobile app, website, or telephone. In an average month, there are more than 6,000 Accessible Dispatch trips completed. Since January 2017, the program has completed nearly 200,000 trips.

When WAVs aren't providing trips for Accessible Dispatch, they serve as taxis in the larger community and are available for anyone to use. The number of medallion WAVs on the road each month tripled from January 2016 to June 2018. During the same period, these WAVs increased monthly trip volume 2.6 times.

Street Hail Livery WAVs mirror the general trend of a decrease in SHL vehicles, drivers, and trips since early 2016.

ACCESSIBLE DISPATCH TRIPS

Accessible Dispatch launched citywide in January 2018
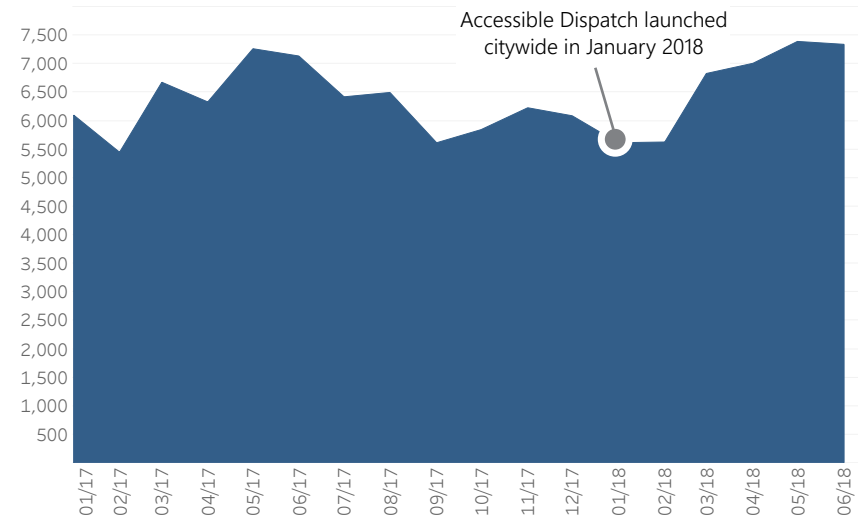
31. Accessible Dispatch Trips, January 2017 - June 2018
Source: TLC Trip Records (note that data before 2017 is not available)

WHEELCHAIR ACCESSIBLE VEHICLES & TRIPS
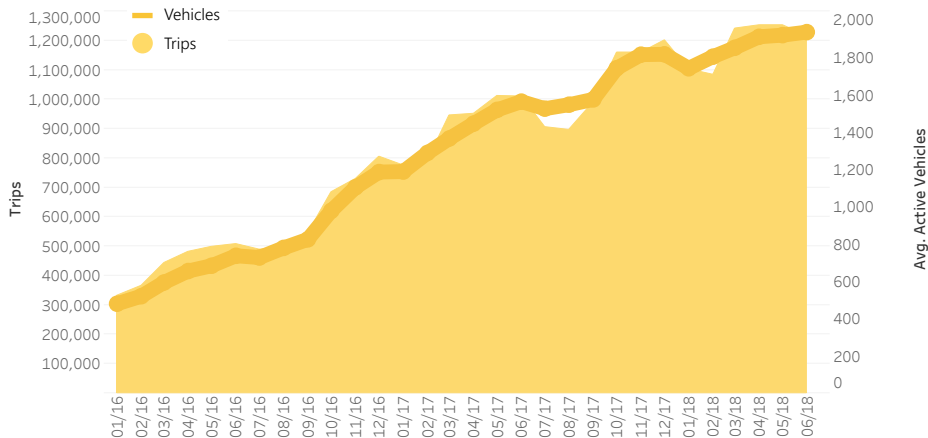
32. Active Vehicles and Trips in Wheelchair Accessible Vehicles, Medallion, January 2016 - June 2018
Source: TLC Administrative Records
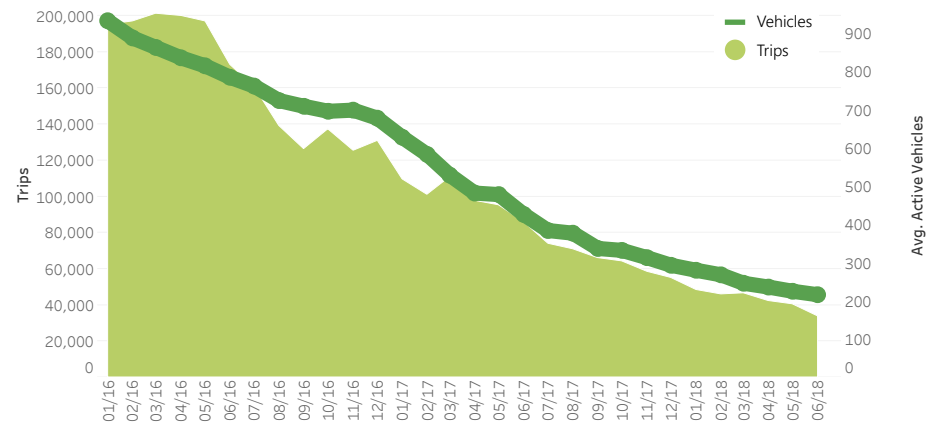
33. Active Vehicles and Trips in Wheelchair Accessible Vehicles, SHL, January 2016 - June 2018
Source: TLC Administrative Records

TAXI IMPROVEMENT FUND PAYMENTS

- Medallion Driver
- Medallion Owner
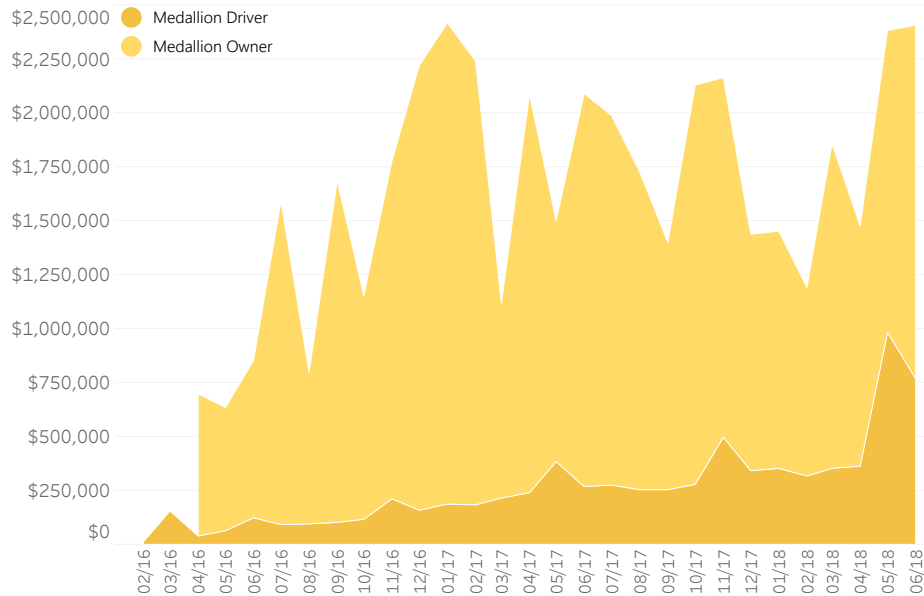
34. TIF Payments, Medallion Drivers + Owners, February 2016 - June 2018
Source: TLC Administrative Records

Taxi Improvement Fund

The TIF program provides funding for vehicle owners to convert to wheelchair accessible vehicles and for drivers to complete trips. Since 2016, the program has paid out nearly $37 million to vehicle owners and $7.5 million to drivers. TIF is funded through a thirty-cent surcharge on all medallion and SHL trips.

Access-A-Ride Trips

The Access-A-Ride program, administered by the MTA, provides door-to-door trips to New Yorkers in need of paratransit service. The program utilizes various vehicle types. The most commonly recognized blue and white vans are not licensed by the TLC.

TLC-licensed vehicles also provide trips for the Access-A-Ride program. As of May 2018, these trips account for about half of all Access-A-Ride trips, and the share has been growing considerably since this option was first available in October 2016. The number of monthly Access-A-Ride trips in TLC-licensed vehicles now exceeds 250,000.

ACCESS-A-RIDE TRIPS BY VEHICLE TYPE

- Street Hail in TLC Vehicles
- E-Hail in TLC Vehicles
- Other TLC Vehicles
- Access-A-Ride Vehicles
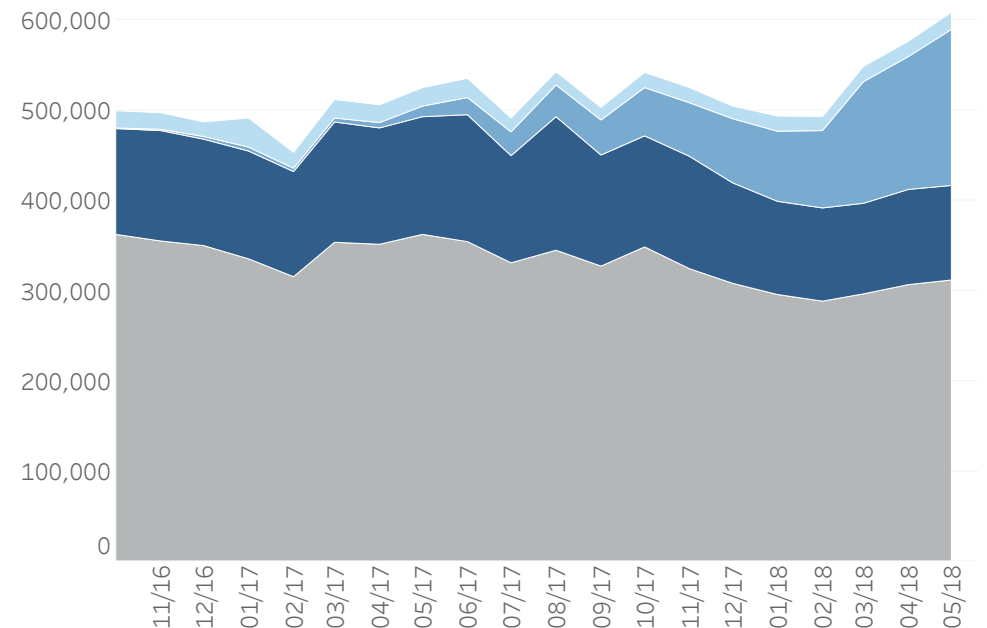
35. Access-A-Ride Trips in TLC Vehicles, October 2016 - May 2018
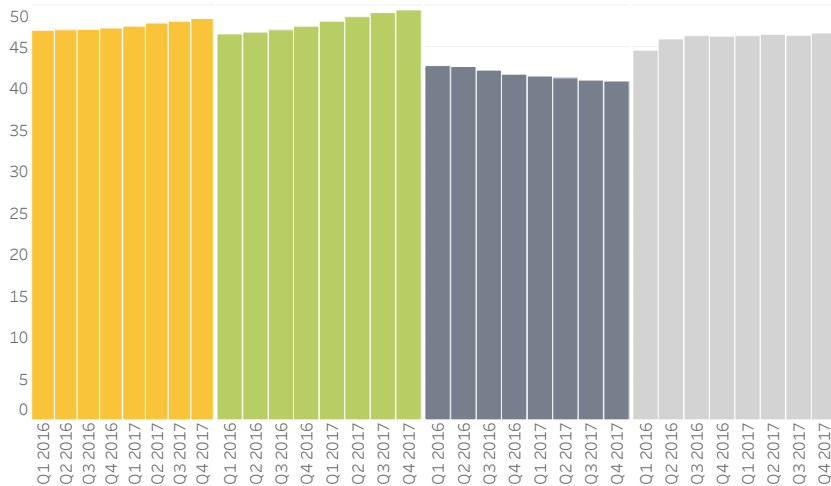*Source: Metropolitan Transportation Authority*

DRIVERS

TLC-licensed drivers represent the diversity of New York City. Professional drivers are born in dozens of countries and speak over 100 different languages. The average driver across the industry is male and below 50 years of age. FHV, and especially High Volume base drivers, tend to be younger than SHL and medallion drivers, and their average age is decreasing over time.

Over half of all drivers hail from five countries: Bangladesh, the Dominican Republic, Pakistan, the United States, and India. Over 85 percent of drivers live within the five boroughs, predominantly in Queens and Brooklyn.

The TLC driver license exam reflects this diversity and is administered in six languages. Spanish, Bengali, and Urdu were added to English as exam options in January 2016, and Russian and Simplified Chinese were added in November 2016; Arabic will be available in the fall of 2018. Two-thirds of drivers choose to take the exam in English; Spanish is the next most common test language, followed by Russian, Chinese, Bengali, and Urdu. Since February 2017, more than 90,000 drivers have taken the exam.

DRIVER RESIDENCE
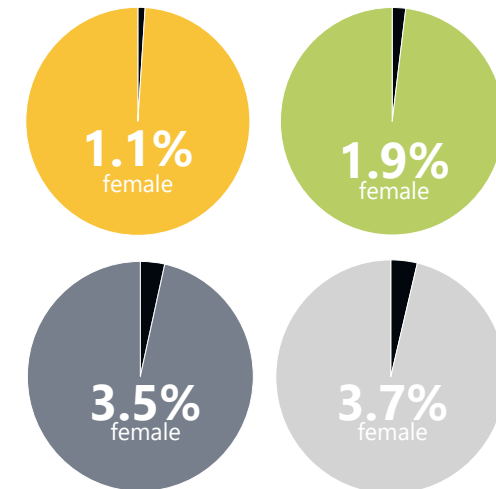

- 🟡 Medallion Taxi
- 🟢 Street Hail Livery
- ⬛ High Volume
- ⬜ Traditional FHV

Medallion Taxi
- 12.3% outside NYC
- 15.2% Bronx
- 7.2% Manhattan
- 42.5% Queens
- 21.3% Brooklyn
- 1.5% Staten Island

Street Hail Livery
- 7.5% outside NYC
- 18.9% Bronx
- 9.2% Manhattan
- 35.9% Queens
- 26.8% Brooklyn
- 1.7% Staten Island

High Volume
- 14.5% outside NYC
- 16.7% Bronx
- 7.1% Manhattan
- 33.8% Queens
- 25.5% Brooklyn
- 2.4% Staten Island

Traditional FHV
- 14.2% outside NYC
- 18% Bronx
- 7.6% Manhattan
- 32.3% Queens
- 25.2% Brooklyn
- 2.7% Staten Island

36. Driver Residence by Borough, 2016 - 2017
Source: TLC Administrative Records

AVERAGE DRIVER AGE

37. Average Driver Age, 2016 - 2017
Source: TLC Administrative Records

DRIVER GENDER

- 🟡 **1.1%** female (Medallion Taxi)
- 🟢 **1.9%** female (Street Hail Livery)
- ⬛ **3.5%** female (High Volume)
- ⬜ **3.7%** female (Traditional FHV)

38. Driver Gender Composition, 2016 - 2017
Source: TLC Administrative Records

DRIVER COUNTRY OF BIRTH

Bangladesh (26.8%)
Pakistan (10.9%)
India (8.8%)
Haiti (5.7%)
USA (4.5%)
Ghana (4.1%)
Egypt (3.8%)
Morocco (3%)
Guinea (2%)
Dominican Republic (1.8%)

Bangladesh (22.9%)
Pakistan (12.8%)
Dominican Republic (11.9%)
India (7%)
Haiti (3.5%)
USA (3.4%)
Guinea (3.4%)
Egypt (2.9%)
Ecuador (2.8%)
China (1.8)

Dominican Republic (13.8%)
Bangladesh (11.9%)
Pakistan (10.5%)
USA (9.4%)
India (6.3%)
China (5.2%)
Haiti (3.8%)
Egypt (3.3%)
Uzbekistan (2.9%)
Ecuador (2.5%)

Dominican Republic (17.6%)
Bangladesh (10%)
USA (9.6%)
Pakistan (9%)
India (5.5%)
China (5.3%)
Haiti (3.7%)
Ecuador (3.5%)
Egypt (3%)
Uzbekistan (2.6%)

TOP 5 COUNTRIES OVERALL

Bangladesh
14.5%

Dominican Republic
13%

Pakistan
9%

USA
8.5%

India
6.5%

39. Driver Country of Origin, 2016 - 2017
Source: TLC Administrative Records

DRIVER PRIMARY LANGUAGE SPOKEN
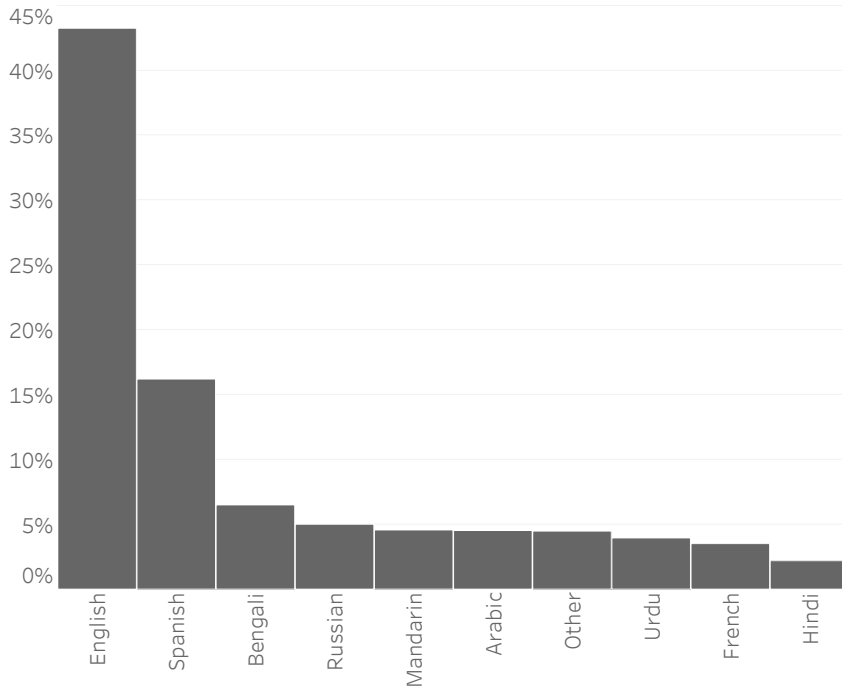
40. Driver Languages Spoken, 2016 - 2017
Source: TLC Administrative Records

DRIVER EXAMINATIONS

- English
- Other Language
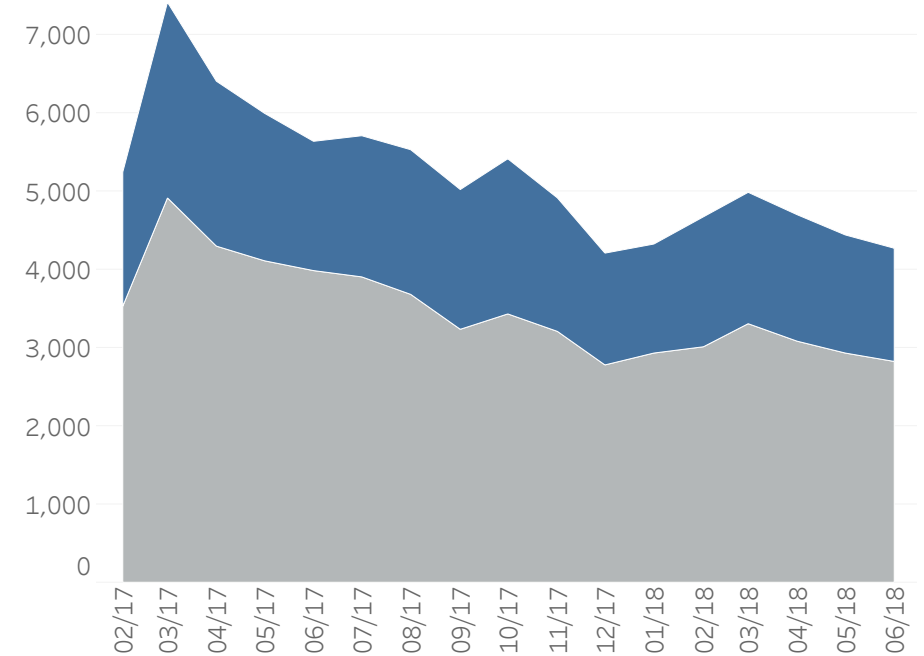
41. Driver Examinations Administered , February 2017 - June 2018
Source: TLC Administrative Records

Acknowledgements