

TAXI AND LIMOUSINE COMMISSION

David Do, Commissioner and Chair



WHAT WE DO

The Taxi and Limousine Commission (TLC) establishes and enforces professional and uniform standards of for-hire transportation service and ensures public safety. TLC licenses and regulates New York City's Medallion (yellow) taxicabs, For-Hire Vehicles (app-based services, Boro Taxis, community-based liveries, and luxury limousines), commuter vans and paratransit vehicles.

FOCUS ON EQUITY

The electrification of the For-Hire Vehicle (FHV) fleet will contribute to healthier air quality by reducing carbon emissions, and help the City meet its climate change and sustainability goals. These climate and sustainability goals are vital to protecting the City's most vulnerable communities who face the worst impacts of climate change. During Fiscal 2024, one of TLC's top priorities was to begin to electrify the High Volume For-Hire Vehicle fleet (Uber and Lyft). In October 2023, TLC's Green Rides Initiative was announced, which will require Uber and Lyft to dispatch 100 percent of trips by Electric Vehicles (EVs) or Wheelchair Accessible Vehicles (WAVs) by 2030. TLC expects the total number of FHV EVs will continue to grow in Fiscal 2025 as owners transition to EVs to meet the 2030 deadline.

TLC continued to relieve taxi medallion owners of their burdensome debt through the Medallion Relief Program Plus (MRP+), which supports medallion owners with an interest in six or fewer medallions. Under the MRP+ program, principal loan balances are reduced to a maximum of \$170,000 from balances as high as \$750,000, and loan payments are capped at \$1,234 per month from an average monthly loan payment that was \$2,200. More importantly, this program replaces personal guaranties with a City-funded guaranty where no medallion owner risks losing their personal assets, such as their family home, if they cannot make loan payments. The MRP+ program has been an astounding success, providing over \$470 million in total debt relief to over 2,000 medallion owners since the program was announced in March 2021.

Improving accessible and equitable service is also a top priority for TLC. In Fiscal 2024, the number of WAV Taxis increased from 3,448 vehicles to 3,752 vehicles and WAV FHV's increased from 4,665 vehicles to 5,806 vehicles as the industries continue recovery from the impacts of the COVID-19 pandemic. An important TLC program which incentivizes WAV taxi drivers and owners is the Taxi Improvement Fund (TIF). In Fiscal 2024, TIF provided over \$28 million in direct payments to WAV taxi drivers and owners. Throughout 2024, TLC continued delivering its hands-on driver education course on Passenger Assistance and Wheelchair Accessible Vehicle Training, which reflects the needs of passengers with disabilities by covering in-depth information about the disability community, disability etiquette, and the unique role that drivers play in providing equitable transit for New York City residents and visitors.

OUR SERVICES AND GOALS

SERVICE 1 Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards and licensing requirements.

- Goal 1a Increase accessibility of for-hire transportation service.
- Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.
- Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.
- Goal 1d Provide excellent customer service to licensees.
- Goal 1e Promote excellent customer service to passengers.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Ensure the quality and safety of for-hire vehicle transportation services through effective regulation and administration of rules, standards and licensing requirements.

Goal 1a Increase accessibility of for-hire transportation service.

Accessibility, and its advancement, remain central to TLC’s mission. At the close of Fiscal 2024, in the taxi sector, there were 3,752 wheelchair-accessible Medallion taxis and 24 wheelchair-accessible Boro taxis, totaling 3,776 wheelchair-accessible vehicles—a nine percent increase from Fiscal 2023. In the For-Hire Vehicle (FHV) sector, the count has risen to 5,806 wheelchair-accessible FHVs, reflecting a 25 percent increase compared to Fiscal 2023. This growth follows the expansion of TLC’s accessibility regulations for FHVs. Combined there are now 9,582 wheelchair-accessible vehicles, an 18 percent increase from the previous fiscal year.

TLC’s Accessible Dispatch program continues to provide a valuable service to riders and improvements to accessible services continue as the number of WAVs increase. The citywide average wait time for accessible dispatch trips decreased eight percent from 13:06 in Fiscal 2023 to 12:03 in Fiscal 2024. At the same time, the completion rate for Accessible Dispatch trips remained largely static, increasing from 86.4 percent in Fiscal 2023 to 86.8 percent in Fiscal 2024.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|--------------------|-----------------------|--------|-------|--------|-------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| Active Medallion Taxis that are accessible | 1,052 | 1,914 | 2,790 | 3,448 | 3,752 | * | * | Up | Up |
| Active Boro Taxis that are accessible | 43 | 43 | 40 | 32 | 24 | * | * | Down | Up |
| Active For-Hire Vehicles that are accessible | 1,113 | 2,247 | 3,320 | 4,665 | 5,806 | * | * | Up | Up |
| Accessible dispatch median wait time citywide (minutes:seconds) | 12:25 | 12:22 | 13:52 | 13:06 | 12:03 | * | * | Neutral | Down |
| ★ Accessible dispatch trips fulfilled as a percent of requested trips (%) | 89.2% | 89.7% | 86.0% | 86.4% | 86.8% | 84.0% | 84.0% | Neutral | Up |
| ★ Critical Indicator | ● Equity Indicator | “NA” Not Available | ↕↔ Directional Target | * None | | | | | |

Goal 1b Ensure that all licensed vehicles meet safety and emissions standards.

Construction of TLC’s new state-of-the-art safety and emissions inspection facility is underway in Woodside, Queens. TLC Officers continue to provide the highest levels of service to licensees amidst the ongoing reconstruction of inspection lanes and overall space reconfiguration. During Fiscal 2024, TLC inspection lanes decreased from eight lanes to four lanes, and TLC anticipates a further reduction to three lanes. However, even with a reduction in facilities, TLC conducted a total of 104,927 safety and emissions inspections in Fiscal 2024 across all vehicle types, a three percent increase from the prior year. Medallion safety and emissions inspections increased ten percent compared to Fiscal 2023, with more medallion taxicabs returning to service.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------|--------|--------|--------|--------|--------|-------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| Medallion Taxi safety and emissions inspections conducted – Total | 27,000 | 16,226 | 17,560 | 19,721 | 21,662 | * | * | Down | * |
| – Passed | 20,304 | 12,736 | 13,341 | 15,294 | 17,318 | * | * | Neutral | * |
| – Failed | 6,696 | 3,490 | 4,219 | 4,427 | 4,344 | * | * | Down | * |
| ★ Medallion Taxi safety and emissions failure rate – Initial inspection (%) | 33.1% | 27.6% | 29.3% | 25.9% | 21.0% | 35.0% | 45.0% | Down | Down |
| Medallion Taxi safety and emissions failure rate – Re-Inspection (%) | 6.8% | 6.7% | 5.1% | 6.1% | 5.9% | * | * | Down | Down |
| Medallion Taxi safety and emissions inspections completed on schedule (%) | 59.9% | 27.2% | 34.2% | 35.1% | 39.2% | * | * | Down | Up |
| For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility | 69,640 | 72,717 | 74,432 | 78,274 | 80,384 | * | * | Up | * |
| ★ For-Hire Vehicles safety and emissions failure rate – Initial inspection (%) | 30.1% | 24.7% | 25.8% | 26.2% | 22.7% | 35.0% | 45.0% | Down | Down |
| – Re-Inspection (%) | 9.0% | 8.6% | 8.7% | 9.0% | 8.9% | * | * | Neutral | Down |
| For-Hire Vehicles safety and emissions inspections completed on schedule (%) | 98.6% | 97.7% | 97.8% | 98.6% | 98.2% | * | * | Neutral | Up |
| Boro Taxi safety and emissions inspections conducted | 8,009 | 5,689 | 4,347 | 3,558 | 2,881 | * | * | Down | * |
| ★ — Initial inspection (%) | 38.0% | 31.8% | 34.4% | 39.5% | 37.2% | 45.0% | 45.0% | Neutral | Down |
| – Re-inspection (%) | 12.0% | 10.6% | 9.0% | 11.0% | 11.1% | * | * | Neutral | Down |

★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None

Goal 1c Ensure all vehicles operating for-hire follow TLC rules and regulations.

Ensuring the safety of all licensed drivers, pedestrians, and bicyclists remains TLC’s top priority. The Commission works towards this goal through a multifaceted approach focused on community engagement of both customers and drivers. This includes educational initiatives for licensees and the public, heightened visibility at high-traffic events such as the US Open Tennis Championships, and other enforcement actions, which may or may not result in summonses. TLC also collaborates with the New York City Police Department (NYPD), Port Authority Police Department (PAPD), and inter-agency operations, all aimed at enhancing adherence to TLC rules and regulations, and deterring illegal operations.

The TLC Enforcement Division issued 22,839 patrol summonses to drivers in Fiscal 2024, 22 percent fewer than Fiscal 2023. Efforts to support Vision Zero goals resulted in 12,271 Vision Zero summonses in Fiscal 2024. This 30 percent decrease is the result of staffing issues. TLC issued 33 percent fewer patrol summonses for unlicensed activity and 36 percent fewer patrol summonses for illegal street hails. Patrol summonses to owners, agents, and bases also fell 14 percent to 4,930 in Fiscal 2024. The decline in patrol summonses issued is a result of staffing limitations and the Agency’s focus on driver and passenger engagement initiatives in order to decrease instances of unsafe driving.

In Fiscal 2024, TLC initiated its first class of enforcement officers since before COVID-19 to enhance community engagement efforts and enforcement activity. More importantly, TLC was authorized to recruit and hire 100 new cadets in Fiscal 2025. The increase in staffing will result in greater gains in public safety by increasing the capacity to issue summonses for unsafe driving behavior.

The number of administrative summonses fluctuates due to the cyclical nature of some violations, as well as the policy goals and technical issues affecting other types of violations. TLC continues to see a significant increase in licensee compliance with administrative directives, and acceptance of administrative settlement offers, which results in a reduction in the number of summonses issued. TLC issued 5,118 administrative summonses to drivers in Fiscal 2024, a 12 percent decrease from Fiscal 2023. At the same time, administrative summonses issued to owners, agents, and bases increased 26 percent. Service refusal summonses issued by TLC also fell 33 percent due to staffing issues, down to 347 from 521.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------|--------|--------|--------|--------|--------|------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| Patrol summonses issued to drivers | 37,887 | 16,508 | 32,692 | 29,166 | 22,839 | * | * | Down | * |
| Patrol summonses issued to owners/agents/bases | 12,908 | 2,067 | 4,014 | 5,697 | 4,930 | * | * | Down | * |
| ★ Patrol summonses issued for illegal street hails for drivers and vehicle owners | 7,904 | 1,085 | 2,056 | 1,172 | 749 | * | * | Down | * |
| ★ Patrol summonses issued for unlicensed activity for drivers and vehicle owners | 7,928 | 2,091 | 3,698 | 4,268 | 2,866 | * | * | Down | * |
| Administrative summonses issued to drivers | 19,019 | 6,447 | 8,730 | 5,841 | 5,118 | * | * | Down | * |
| Administrative summonses issued to owners/agents/bases | 22,225 | 18,225 | 11,917 | 11,056 | 13,922 | * | * | Down | * |
| Violations admitted to or upheld at the Taxi and Limousine Tribunal at the OATH (%) | 90.5% | 93.9% | 95.5% | 91.6% | 91.6% | * | * | Neutral | Up |
| Vision Zero summonses issued | NA | NA | 22,249 | 17,575 | 12,271 | * | * | NA | * |
| Service Refusal summonses issued | NA | NA | 18 | 521 | 347 | * | * | NA | * |
| Administrative settlements accepted by drivers | NA | NA | NA | NA | 422 | * | * | NA | * |
| Administrative settlements accepted by owners/agents/bases | NA | NA | NA | NA | 4,844 | * | * | NA | * |
| ★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None | | | | | | | | | |

Goal 1d Provide excellent customer service to licensees.

Overall, TLC observed progress in customer service to licensees, including reduced wait times at the Long Island City (LIC) facility and quicker application processing for new driver’s licenses. The average wait time at the LIC facility decreased by 41 percent compared to Fiscal 2023, coinciding with a drop in office visits. These decreases are attributed to the successful implementation of TLC’s online services, which offer customers more convenient ways to handle their business without needing to visit in person. This improvement not only eases the burden on physical locations but also aligns with broader trends toward digital transformation and remote services. However, there was an increase in average call wait times in the TLC Call Center, rising from 4:24 in Fiscal 2023 to 9:18 in Fiscal 2024. This increase can be partially attributed to a higher call volume, which rose slightly to nearly 450,000, as well as a focus on first contact resolution; a call center industry best practice.

TLC’s ongoing efforts to improve and streamline customer service processes are reflected in a seven percent reduction in processing time for new driver applications in Fiscal 2024 compared to the previous year. Although the number of new driver licenses issued increased by four percent in Fiscal 2024, the overall number of driver licenses issued decreased significantly by 19 percent due to a change in the license renewal cycle which extended the term of a TLC driver’s license from two years to three years starting in Fiscal 2016, with Fiscal 2024 being a low year for necessary license renewals. Additionally, the average time to conduct safety and emissions inspections remains well below the target of one hour despite an increase for each mode during the fiscal year. The average time to conduct a safety and emissions inspection increased to 23 minutes for FHV’s, 27 minutes for Boro Taxis, and 31 minutes for Medallion Taxis.

There was a notable 59 percent increase in the number of emails received, which resulted in a three percent decrease in the percentage of emails responded to within 14 days from Fiscal 2023 to Fiscal 2024. Despite the higher email volume, the ability to address most emails within service delivery standards is a testament to TLC’s commitment to timely communication and overall customer service.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|--------------------|-----------------------|--------|--------|--------|------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| ★ Average wait time at Long Island City licensing facility (hours:minutes) | 0:24 | 0:46 | 0:33 | 0:37 | 0:22 | 0:25 | 0:25 | Down | Down |
| TLC driver licenses issued | 72,889 | 55,564 | 47,226 | 78,845 | 64,079 | * | * | Neutral | * |
| – New licenses issued | 6,769 | 4,777 | 15,641 | 20,548 | 21,307 | * | * | Up | * |
| Average time to issue a new driver license from initial application (calendar days) | 50.0 | 85.3 | 65.7 | 47.8 | 44.2 | * | 60.0 | Down | Down |
| – Average agency processing time | 6.1 | 7.5 | 6.5 | 5.0 | 4.6 | * | * | Down | Down |
| ★ Owners approved for the Medallion Relief Program | NA | NA | NA | 1,838 | 2,038 | ↑ | ↑ | NA | Up |
| ★ Average time to conduct a safety and emissions inspection of a Medallion Taxi (hours:minutes) | 0:48 | 0:31 | 0:22 | 0:23 | 0:31 | 1:00 | 1:00 | Down | Down |
| ★ Average time to conduct a safety and emissions inspection of a For-Hire Vehicle (hours:minutes) | 0:35 | 0:26 | 0:18 | 0:20 | 0:23 | 1:00 | 1:00 | Down | Down |
| ★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes) | 0:45 | 0:32 | 0:21 | 0:21 | 0:27 | 1:00 | 1:00 | Down | Down |
| ★ Critical Indicator | ● Equity Indicator | “NA” Not Available | ↑↓ Directional Target | * None | | | | | |

Goal 1e Promote excellent customer service to passengers.

Since the COVID-19 pandemic, the number of rides completed by TLC licensees has consistently risen each year, and this increase is mirrored by a rise in consumer complaints. In Fiscal 2024, TLC received 28,025 driver complaints, up 16 percent from the 24,131 complaints recorded in the previous fiscal year. Among these, 15,471 complaints were eligible for prosecution, an 18 percent increase from the 13,087 complaints eligible in Fiscal 2023. The rise in complaint volume, combined with staff shortages, has led to longer resolution times for driver complaints compared to Fiscal 2023, as it increased 32 percent in Fiscal 2024. Despite this, the TLC Prosecution Division remains committed to processing complaints each month and aims to improve the average processing time in Fiscal 2025.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------------------|--------------------|-----------------------|--------|--------|--------|------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| TLC driver complaints received | 19,739 | 9,250 | 16,629 | 24,131 | 28,025 | * | * | Up | * |
| – Complaints that were eligible for prosecution | 14,453 | 5,952 | 9,290 | 13,087 | 15,471 | * | * | Up | * |
| Average days to close a TLC driver complain | 50.5 | 22.3 | 22.4 | 33.2 | 43.9 | 50.0 | 50.0 | Neutral | Down |
| ★ Critical Indicator | ● Equity Indicator | “NA” Not Available | ↑↓ Directional Target | * None | | | | | |

AGENCY-WIDE MANAGEMENT

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|--------------------|-----------------------|--------|---------|--------|------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| Medallion Taxis active and not suspended | 13,587 | 13,587 | 13,587 | 13,587 | 13,587 | * | * | Neutral | * |
| ● For-Hire Vehicles active and not suspended | 110,430 | 96,437 | 95,712 | 98,267 | 107,932 | * | * | Neutral | * |
| Boro Taxis active and not suspended | 3,068 | 2,508 | 2,379 | 2,308 | 875 | * | * | Down | * |
| Electric vehicles that are Medallion Taxis | NA | NA | NA | NA | 39 | * | * | NA | Up |
| Electric vehicles that are For-Hire Vehicles | NA | NA | NA | NA | 11,283 | * | * | NA | Up |
| ★ Critical Indicator | ● Equity Indicator | “NA” Not Available | ↑↓ Directional Target | * None | | | | | |

AGENCY CUSTOMER SERVICE

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------|--------|--------|--------|--------|--------|------|--------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| Customer Experience | NA | 99% | 95% | 89% | 86% | 85% | 85% | NA | Up |
| E-mails responded to in 14 days (%) | NA | 99% | 95% | 89% | 86% | 85% | 85% | NA | Up |
| Letters responded to in 14 days (%) | 81% | 40% | 64% | 75% | 92% | 90% | 90% | Up | Up |
| Average call wait time (minutes:seconds) | 6:24 | 8:02 | 3:37 | 4:24 | 9:18 | * | * | Up | Down |
| Completed customer requests for interpretation | 11,878 | 12,061 | 12,938 | 15,641 | 17,163 | * | * | Up | * |
| CORE facility rating | 96 | NA | 100 | 98 | 100 | 85 | 85 | NA | Up |
| ★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None | | | | | | | | | |

| Performance Indicators | Actual | | | | | Target | | Trend | |
|---|--------|------|------|------|------|--------|------|---------|-------------------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | 5-Year | Desired Direction |
| Response to 311 Service Requests (SRs) | NA | 97% | 100% | 98% | 57% | 90% | 90% | NA | * |
| Percent meeting time to first action - For-hire Vehicle Complaint (14 days) | NA | 97% | 100% | 98% | 57% | 90% | 90% | NA | * |
| Percent meeting time to first action - Lost Property (7 days) | 97% | 100% | 97% | 96% | 93% | 90% | 90% | Neutral | * |
| Percent meeting time to first action - Miscellaneous Comments (14 days) | NA | NA | NA | NA | NA | 60% | 60% | NA | * |
| Percent meeting time to first action - Request for Information (14 days) | NA | NA | NA | NA | NA | 60% | 60% | NA | * |
| Percent meeting time to first action - Taxi Complaint (14 days) | NA | 98% | 100% | 99% | 63% | 90% | 90% | NA | * |
| ★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None | | | | | | | | | |

AGENCY RESOURCES

| Resource Indicators | Actual ¹ | | | | | Plan ² | | 5yr Trend |
|---|---------------------|--------|--------|---------|---------|-------------------|--------|-----------|
| | FY20 | FY21 | FY22 | FY23 | FY24 | FY24 | FY25 | |
| Expenditures (\$000,000) ³ | \$52.9 | \$53.2 | \$64.9 | \$160.6 | \$59.8 | \$61.1 | \$60.3 | Up |
| Revenues (\$000,000) | \$67.7 | \$55.7 | \$59.4 | \$70.1 | \$68.0 | \$64.0 | \$60.6 | Neutral |
| Personnel | 641 | 566 | 520 | 462 | 454 | 622 | 619 | Down |
| Overtime paid (\$000) | \$1,214 | \$767 | \$559 | \$886 | \$1,011 | \$881 | \$809 | Down |
| ¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available *None | | | | | | | | |

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

| Unit of Appropriation | Expenditures FY23 ¹ (\$000,000) | Modified Budget FY24 ² (\$000,000) | Applicable MMR Goals ³ |
|--|--|---|-----------------------------------|
| 001 - Personal Services | \$36.6 | \$40.0 | All |
| 002 - Other Than Personal Services | \$124.0 | \$19.8 | All |
| Agency Total | \$160.6 | \$59.8 | |
| ¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None | | | |

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Two indicators were added to Goal 1c to track the acceptance of administrative settlements: 'Administrative settlements accepted by drivers' and 'Administrative settlements accepted by owners/agents/bases.' TLC Prosecution may issue a settlement before an administrative summons, at the same time as a summons or after a summons issuance. Once accepted it is considered settled by a licensee. While most settlements carry a monetary fine, some do not and instead may carry a fine of TLC points.
- Three indicators in Agency-Wide Management were given updated indicator names to better reflected what they represent: 'Medallion Taxis' was updated to 'Medallion Taxis active and not suspended'; 'Boro Taxis' was updated to 'Boro Taxis active and not suspended'; and 'For-hire vehicles' was updated to 'For-Hire Vehicles active and not suspended'.
- Preceding the Fiscal 2024 Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols, capitalization, and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.
- Due to disruption of data transmission between TLC's complaints tracking system and the Office of Technology and Information (OTI)/311's CRM system, the Response to 311 Service Requests (SRs) indicators in the Agency Customer Service section are not reportable at this time.

ADDITIONAL RESOURCES

For additional information go to:

- Industry Reports:
<https://www1.nyc.gov/site/tlc/about/industry-reports.page>
- Taxi Improvement Fund (TIF):
<https://www.nyc.gov/site/tlc/about/taxi-improvement-fund.page>
- Driver Education:
<https://www.nyc.gov/site/tlc/drivers/driver-education.page>
- Medallion Relief Program:
<https://www.nyc.gov/site/tlc/about/taxi-medallion-owner-relief-program.page>

For more information on the agency, please visit: www.nyc.gov/tlc.