

# 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 for for-hire transportation services, ensuring public safety. TLC licenses and regulates the following vehicles:

- New York City's medallion (yellow) taxicabs
- For-hire vehicles (app-based services, boro taxis, community-based liveries, and luxury limousines)
- Commuter vans
- Paratransit vehicles

## FOCUS ON EQUITY

Expanding accessible and equitable services remains paramount to TLC. There are over 12,000 accessible vehicles across the yellow taxi, green taxi, and the for-hire vehicle (FHV) sectors, providing 50,000 trips per month and growing. As of June 2025, for the first time, over 50 percent of the active yellow fleet are now wheelchair accessible vehicles (WAVs). TLC also increased the number of ways customers can request an accessible taxi by mandating TLC-licensed e-hail apps to provide a customer call center option for requesting a WAV. Prior to this, customers could only request a WAV taxi through Accessible Dispatch, operated by one company. Moving forward, customers will be able to call the e-hail provider of their choice to request a WAV, thus expanding customer options. Customers may still hail an accessible taxi on the street, book a trip over the phone with Accessible Dispatch, or through one of the e-hail apps available. TLC further enhanced accessible service in the FHV sector by setting a new wait time standard to ensure that drivers serve 90 percent of accessible trips within 10 minutes or less. To support ongoing driver training, TLC created a new remedial Vision Zero and Accessibility Course for drivers who have specific accessibility-related or traffic violation convictions. To support ongoing driver training, TLC created a new remedial Vision Zero and Accessibility Course for drivers who have specific accessibility-related or traffic violation convictions.

TLC is helping taxi owners purchase and operate new WAVs. In the spring of 2025, the Commission adopted a new Taxi Improvement Fund (TIF) grant structure that increases the "hack-up" grant, which is financial assistance given to medallion owners who place WAVs into service, to \$20,000 and offers \$2,500 per year over four years for a total of \$30,000. The TIF provided over \$40 million in direct payments to eligible drivers and vehicle owners in Fiscal 2025. TLC also launched the ATLAS pilot program, offering low-cost vehicle loans for the purchase of a WAV to qualified medallion owners in Fiscal 2025. Qualifying small business medallion owners have also benefited from the Medallion Relief Program Plus (MRP+), which supports medallion owners who own or have an interest in six or fewer medallions. The MRP+ program has provided over \$472 million in total debt forgiveness since March 2021.

Fiscal 2025 saw remarkable progress toward the goals of the Green Rides Initiative, which requires high-volume FHV bases with popular ride-share apps to dispatch 100 percent of trips to electric or wheelchair accessible vehicles by 2030. In September 2024, TLC published a new report, *Electrification in Motion*, highlighting how the growing number of electric vehicles (EVs) in the TLC-licensed fleet necessitated to ambitious new plans for charging infrastructure, including in areas designated by New York State as disadvantaged communities (DACs), where many TLC drivers live. The report collected insights from TLC's driver outreach efforts and collaboration with stakeholders to understand challenges around charging access, enabling the Agency to serve as a resource for others across the industry working to bring charging infrastructure to more parts of the City.

In June 2025, the Commission adopted rules that strengthen TLC's first-in-the-nation minimum pay policy for drivers on high-volume FHV platforms Uber and Lyft, increasing the minimum per-mile pay rate to account for higher expenses and introducing new measures to protect drivers from company "lockouts." TLC sought to address the growing practice by high-volume companies of restricting drivers' platform access, "locking" them out mid-shift or preventing them from working altogether, to reduce their earning potential. The updated pay policy incorporates a new minimum per-mile rate based on a TLC-commissioned study of driver expenses by Dr. James A. Parrott of the Center for New York City Affairs. Dr. Parrott's study used a driver survey and analyzed TLC and public data on the current vehicle fleet as well as vehicle-related expenses in New York City to ensure drivers receive fair compensation for the full cost of operating their vehicles. Taken together, the amended policy responds to driver advocates by providing lockout protections and a pay bump that helps drivers' incomes keep pace with the rising cost of living.

## OUR SERVICES AND GOALS

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### **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 2025

## 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.

Accessible taxi service continues to grow and evolve. A recent federal court decision requires all NYC yellow taxis, which are all medallion taxis, to become wheelchair accessible until half of the medallion fleet is accessible. New Yorkers are already experiencing the impact of the court order. At the start of Fiscal 2025, there were 3,776 wheelchair accessible medallion taxis compared to 5,294 at the end of the Fiscal 2025, an increase of over 40 percent in only 12 months. Furthermore, TLC reached a major milestone this year with 50 percent of the active yellow taxi fleet operating with accessible taxis, demonstrating that TLC is well on its way towards meeting the full court order in the coming years.

In Fiscal 2025, drivers completed approximately 65,000 trips through the Accessible Dispatch program, and the median wait time for an accessible taxi decreased by nearly seven percent from 12:03 minutes in Fiscal 2024 to 11:25 minutes in Fiscal 2025. The completion rate for trips dispatched through the program increased in Fiscal 2025 to 88 percent, consistent with recent years and above target. The FHV sector also provides accessible service, mainly through popular ride-share apps. Although there was a four percent decrease in the number of FHV accessible vehicles between the start and end of Fiscal 2025, across the yellow taxi, boro taxi, and FHV sectors, accessible vehicles increased nine percent to a combined vehicle count of 12,756 wheelchair accessible vehicles. TLC will continue to expand accessible service through policy and programs supporting both customers and drivers.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Active Medallion Taxis that are accesible	NA	NA	NA	NA	5,294	*	*	NA	Up
Active Boro Taxis that are accessible	NA	NA	NA	NA	23	*	*	NA	Up
Active For-Hire Vehicles that are accessible	NA	NA	NA	NA	7,439	*	*	NA	Up
Accessible dispatch median wait time citywide (minutes:seconds)	12:22	13:52	13:06	12:03	11:25	*	*	Down	Down
★ Accessible dispatch trips fulfilled as a percent of requested trips (%)	89.7%	86.0%	86.4%	86.8%	88.0%	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.

In Fiscal 2025, TLC conducted 101,177 safety and emissions inspections at its Woodside, Queens facility, a four percent decrease from Fiscal 2024. The decline is mainly due to the influx of EVs and WAVs in Fiscal 2024. Failure rates increased across all categories, driven by an aging vehicle fleet with higher mileage. Additionally, medallion WAVs are no longer subject to retirement dates, allowing older vehicles with specialized equipment to remain in service. This recent rule change has further impacted failure rates, as these vehicles typically require more maintenance. Nevertheless, vehicles are only approved for service after passing inspection, ensuring continued safety for the riding public.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Medallion Taxi safety and emissions inspections conducted – Total	16,226	17,560	19,721	21,662	24,122	*	*	Up	*
– Passed	12,736	13,341	15,294	17,318	18,568	*	*	Up	*
– Failed	3,490	4,219	4,427	4,344	5,554	*	*	Up	*
★ Medallion Taxi safety and emissions failure rate – Initial inspection (%)	27.6%	29.3%	25.9%	21.0%	31.5%	45.0%	45.0%	Neutral	Down
– Re-Inspection (%)	6.7%	5.1%	6.1%	5.9%	7.5%	*	*	Up	Down
Medallion Taxi safety and emissions inspections completed on schedule (%)	27.2%	34.2%	35.1%	39.2%	43.9%	*	*	Up	Up
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	72,717	74,432	78,274	80,384	74,657	*	*	Neutral	*
★ For-Hire Vehicles safety and emissions failure rate – Initial inspection (%)	24.7%	25.8%	26.2%	22.7%	26.0%	45.0%	45.0%	Neutral	Down
– Re-Inspection (%)	8.6%	8.7%	9.0%	8.9%	9.2%	*	*	Neutral	Down
For-Hire Vehicles safety and emissions inspections completed on schedule (%)	97.7%	97.8%	98.6%	98.2%	99.1%	*	*	Neutral	Up
Boro Taxi safety and emissions inspections conducted	5,689	4,347	3,558	2,881	2,398	*	*	Down	*
★ Boro Taxi safety and emissions failure rate — Initial inspection (%)	31.8%	34.4%	39.5%	37.2%	41.4%	45.0%	45.0%	Up	Down
– Re-inspection (%)	10.6%	9.0%	11.0%	11.1%	11.7%	*	*	Up	Down
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ↕ Directional Target      * None									

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

Patrol summonses issued to drivers, which typically Vision Zero and general enforcement summonses, decreased seven percent in Fiscal 2025 compared to Fiscal 2024. In Fiscal 2025, TLC’s Enforcement Division focused on unlicensed for-hire activity and participated in interagency operations at bridges and tunnels which targeted ghost license plates and toll evasion. Patrol summonses for illegal street hails increased 41 percent, from 749 summonses in Fiscal 2024 to 1,058 summonses in Fiscal 2025. The increased focus on unlicensed for-hire activity, including unlicensed vans, resulted in an almost 34 percent increase in patrol summonses for unlicensed activity, from 2,866 summonses in Fiscal 2024 to 3,833 summonses in Fiscal 2025. Patrol summonses to owners, agents, and bases were up 29 percent, resulting in 6,354 summonses, the most patrol summonses in five years. Interagency operations described above similarly led to an increase in patrol summonses to owners, agents, and bases due to equipment violations, including a new focus on illegal tints.

The number of administrative summonses issued each year fluctuates due to the cyclical nature of some violations, and the policy goals and technical issues affecting other types of violations. In Fiscal 2025, TLC issued 7,020 administrative summonses to drivers, a 37 percent increase compared to Fiscal 2024. Administrative summonses issued to owners, agents, and bases rose by three percent. Additionally, service refusal summonses issued by TLC rose by almost 69 percent, increasing from 347 in Fiscal 2024 to 585 in Fiscal 2025. Notably, there was a nearly 125 percent increase in the number of respondents who chose to settle their summons.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Patrol summonses issued to drivers	16,508	32,692	29,166	22,839	21,337	*	*	Neutral	*
Patrol summonses issued to owners/agents/bases	2,067	4,014	5,697	4,930	6,354	*	*	Up	*
★ Patrol summonses issued for illegal street hails for drivers and vehicle owners	1,085	2,056	1,172	749	1,058	*	*	Down	*
★ Patrol summonses issued for unlicensed activity for drivers and vehicle owners	2,091	3,698	4,268	2,866	3,833	*	*	Up	*
Administrative summonses issued to drivers	6,447	8,730	5,841	5,118	7,020	*	*	Down	*
Administrative summonses issued to owners/agents/bases	18,225	11,917	11,056	13,922	14,355	*	*	Down	*
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the OATH (%)	93.9%	95.5%	91.6%	91.6%	92.1%	*	*	Neutral	Up
Vision Zero summonses issued	9,406	22,249	17,575	12,271	14,219	*	*	Neutral	*
Service Refusal summonses issued	NA	18	521	347	585	*	*	NA	*
Administrative settlements accepted by drivers	NA	NA	NA	422	1,998	*	*	NA	*
Administrative settlements accepted by owners/agents/bases	NA	NA	NA	4,844	10,879	*	*	NA	*
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

### Goal 1d Provide excellent customer service to licensees.

In Fiscal 2025, TLC maintained its strong commitment to customer service across its public-facing operations at the Long Island City Facility (Queens) and the Woodside Inspection Facility. The average customer wait time at the Long Island City location was 23 minutes, close to the Agency's goal of keeping wait times under 25 minutes. At the Woodside facility, inspection processing times remained well below the one-hour target across all categories for medallion, FHV, and boro taxi inspections. Notably, FHV inspections, which made up 74 percent of all inspections in Fiscal 2025, saw a nearly 35 percent reduction in processing time, dropping from 23 minutes in Fiscal 2024 to just 15 minutes in Fiscal 2025. Moreover, the average call wait time for the TLC Call Center reduced to four minutes and 49 seconds in Fiscal 2025, from nine minutes and 18 seconds in Fiscal 2024.

Finally, the TLC Licensing Division's application processing teams revised multiple processes in Fiscal 2025, resulting in better efficiency, which contributed to a 28 percent decrease in average processing time for new driver applications. The total of TLC driver licenses issued, which includes new driver applications and renewals, decreased 21 percent in Fiscal 2025, to 50,338 licenses issued. This decrease is attributed in part to a drop in total new driver applicants compared to Fiscal 2024, when TLC witnessed an influx of new driver applications due to the Green Rides Initiative and Street Hail Livery (SHL) pilot program. This program tests a less expensive taxi license that cannot pick up street hails, which unlocks many unused green taxi permits—which had remained off the streets—effectively adding new licensing opportunities.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Average wait time at Long Island City facility (hours:minutes)	0:46	0:33	0:37	0:22	0:23	0:25	0:25	Down	Down
TLC driver licenses issued	55,564	47,226	78,845	64,079	50,338	*	*	Neutral	*
– New licenses issued	4,777	15,641	20,548	21,307	12,621	*	*	Up	*
Average time to issue a new driver license from initial application (calendar days)	85.3	65.7	47.8	44.2	44.4	*	*	Down	Down
– Average agency processing time	7.5	6.5	5.0	4.6	3.3	*	*	Down	Down
★ Owners approved for the Medallion Relief Program	NA	NA	1,838	2,038	2,046	⬆️	⬆️	NA	Up
★ Average time to conduct a safety and emissions inspection of a Medallion Taxi (hours:minutes)	0:31	0:22	0:23	0:31	0:22	1:00	1:00	Down	Down
★ Average time to conduct a safety and emissions inspection of a For-Hire Vehicle (hours:minutes)	0:26	0:18	0:20	0:23	0:15	1:00	1:00	Down	Down
★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	0:32	0:21	0:21	0:27	0:21	1:00	1:00	Down	Down
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

Goal 1e

Promote excellent customer service to passengers.

In Fiscal 2025, TLC’s Prosecution Division continued to handle a high volume of complaints each month. While there was a five percent decrease in the number of driver complaints in Fiscal 2025 compared to Fiscal 2024, a significantly higher number were deemed eligible for prosecution. Specifically, 18,259 complaints qualified for prosecution in Fiscal 2025, an 18 percent increase from the 15,471 eligible cases in Fiscal 2024. The Division implemented process improvements that significantly reduced the average time to resolve a complaint. One key improvement was contacting drivers earlier in the complaint investigation process, which led to a 38 percent reduction in resolution time, from 44 days in Fiscal 2024 to 27 days in Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
TLC driver complaints received	9,250	16,629	24,131	28,025	26,514	*	*	Up	*
– Complaints that were eligible for prosecution	5,952	9,290	13,087	15,471	18,259	*	*	Up	*
★ Average days to close a TLC driver complaint	22.3	22.4	33.2	43.9	27.1	50.0	50.0	Up	Down
★ Critical Indicator <span>● Equity Indicator</span> <span>“NA” Not Available</span> <span>↕ Directional Target</span> <span>* None</span>									

# AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Medallion Vehicles	13,587	13,587	13,587	13,587	13,587	*	*	Neutral	*
● For-Hire Vehicles active and not suspended	96,437	95,712	98,267	107,932	104,228	*	*	Up	*
Boro Taxis active and not suspended	2,508	2,379	2,308	875	719	*	*	Down	*
Electric vehicles that are Medallion Taxis	NA	NA	NA	39	31	*	*	NA	Up
Electric vehicles that are For-Hire Vehicles	NA	NA	NA	11,283	12,902	*	*	NA	Up
★ Critical Indicator <span>● Equity Indicator</span> <span>“NA” Not Available</span> <span>↕ Directional Target</span> <span>* None</span>									

# AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Customer Experience									
E-mails responded to within 14 days (%)	99%	95%	89%	86%	84%	85%	85%	Down	Up
Letters responded to within 14 days (%)	40%	64%	75%	92%	93%	90%	90%	Up	Up
Average call wait time (minutes:seconds)	8:02	3:37	4:24	9:18	4:49	*	*	Neutral	Down
Completed requests for interpretation	12,061	12,938	15,641	17,163	14,595	*	*	Up	*
CORE facility rating	NA	100	98	100	95	85	85	NA	Up
★ Critical Indicator <span>● Equity Indicator</span> <span>“NA” Not Available</span> <span>↕ Directional Target</span> <span>* None</span>									

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	97%	100%	98%	57%	17%	90%	90%	Down	*
Percent meeting time to first action - Lost Property (7 days)	100%	97%	96%	93%	100%	90%	90%	Neutral	*
Percent meeting time to first action - Taxi Complaint (14 days)	98%	100%	99%	63%	12%	90%	90%	Down	*
★ Critical Indicator <span>● Equity Indicator</span> <span>“NA” Not Available</span> <span>↕ Directional Target</span> <span>* None</span>									

# AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) <sup>3</sup>	\$53.2	\$64.9	\$160.6	\$54.5	\$55.7	\$60.3	\$58.1	Neutral
Revenues (\$000,000)	\$55.7	\$59.4	\$70.1	\$68.0	\$59.3	\$60.6	\$59.8	Up
Personnel	566	520	462	454	451	616	587	Down
Overtime paid (\$000)	\$767	\$559	\$886	\$1,454	\$809	\$809	\$809	Up

<sup>1</sup>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](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>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 FY24 <sup>1</sup> (\$000,000)	Modified Budget FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$38.5	\$36.9	All
002 - Other Than Personal Services	\$16.0	\$18.8	All
Agency Total	\$54.5	\$55.7	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup>City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \* None

# NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator 'Average wait time at Long Island City licensing facility (hours: minutes)' was renamed to 'Average wait time at Long Island City facility (hours: minutes)'. The indicator includes all services provided at this customer service center, not exclusively licensing.

# 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>
- Street Hail Livery (SHL) Pilot Program:  
<https://www.nyc.gov/site/tlc/about/shl-pilot-program.page>

- The Social Indicators and Equity Report, EquityNYC:  
<https://equity.nyc.gov/>

For more information on the agency, please visit: [www.nyc.gov/tlc](http://www.nyc.gov/tlc)