

TAXI AND LIMOUSINE COMMISSION

David Do, Commissioner and Chair



WHAT WE DO

The Taxi and Limousine Commission (TLC) establishes and enforces the 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 (FHVs)—app-based services, Boro Taxis, community-based liveries, and luxury limousines—commuter vans and paratransit vehicles.

FOCUS ON EQUITY

Enhancing accessible and equitable services remains a top priority for TLC. In October 2024, TLC implemented a new rule requiring all medallion vehicles undergoing a hack-up certification and inspection to be Wheelchair Accessible Vehicles (WAVs) until at least 50 percent of the medallion fleet is wheelchair accessible. A key initiative supporting WAV taxi drivers and owners is the Taxi Improvement Fund (TIF), which provided over \$28 million in direct payments to eligible drivers and owners in Fiscal 2024. TLC is revising the TIF model with the goal to double the grant funds for eligible owners to acquire a WAV. This grant helps offset the higher costs of purchasing and modifying a vehicle approved for wheelchair accessible service. TLC continues offering its hands-on driver education course in Passenger Assistance and Wheelchair Accessible Vehicle Training, which covers critical topics such as disability awareness, etiquette, and the vital role drivers play in providing equitable transit for New York City residents and visitors.

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.

TLC continues 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, reduced 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 \$472 million in total debt relief to over 2,000 medallion owners since the program was announced in March 2021.

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 access to 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

- TLC continues to prioritize ensuring the availability of accessible service for passengers. In the first four months of Fiscal 2025, there were 3,992 active accessible Medallion Taxis and 7,642 active accessible FHV. In July 2025, TLC updated the methodology it uses to count accessible vehicles so historical data is not available. Instead of counting accessible vehicles that conducted trips in a month, TLC now counts accessible vehicles that have licenses in good standing. The rate of accessible trips has also increased by four percent compared to the last reporting period. Despite this increased demand, the median wait time for the Citywide Accessible Dispatch Program decreased by over a minute from the previous reporting period, down to 11 minutes and 17 seconds. With an expected increase in active wheelchair accessible vehicles on the road and a decrease in wait time, passengers can access trips with greater ease.
- The total number of Medallion Taxi safety and emissions inspections conducted increased 13 percent in the first four months of Fiscal 2025, as more Medallion Taxis are working and being removed from storage. This corresponds to the similar increases in total Medallion Taxis failing and passing these inspections. However, Boro Taxis continue their downtrend of inspection visits as fewer vehicles are active on the road, down by 23 percent in the first four months of Fiscal 2025 compared to the same reporting period last year. The average time to conduct safety and emissions inspections for a Medallion Taxi, an FHV, and a Boro Taxi have all decreased.
- TLC's highest priority is promoting safety among all its licensed drivers. To maintain public safety, TLC Enforcement concentrated its deployment in the first four months of Fiscal 2025 on enforcement related to the Vision Zero initiative. TLC Enforcement officers issued 4,600 Vision Zero summonses in the reporting period, a 34 percent increase from the same period of Fiscal 2024. The total number of patrol summonses issued for illegal street hails was 298, an increase of 21 percent from the same period of Fiscal 2024. The total number of patrol summonses issued to owners, agents, and bases was 1,628, an increase of seven percent, and the total number of patrol summonses issued to drivers was increased by one percent to 6,987. The total number of patrol summonses issued for unlicensed activity was 815, a decrease of 27 percent from the same period of Fiscal 2024. While maintaining public safety, TLC Enforcement staff also reached out to the community with special events focused on safe and legal driving.
- TLC issued 2,355 administrative summonses to drivers in the first four months of Fiscal 2025, a 133 percent increase from the same period in Fiscal 2024. This increase can be attributed in part to the installation of more red-light cameras and improvements to TLC's Driver Fatigue database, the system used to track and monitor the driving hours of taxi and FHV drivers to identify potential instances of driver fatigue. Additionally, TLC Prosecution issued more Critical Driver summonses as numerous drivers were convicted on old New York State Department of Motor Vehicle summonses from the COVID-19 pandemic that reached adjudication. Similarly, administrative summonses issued to owners, agents, and bases increased 11 percent in the reporting period. The increase can be attributed to TLC Prosecution restarting 'Reinspection Fee' summonses, which penalizes drivers who fail to pay a reinspection fee, as well as restarting a new summons type for owners who did not remove their vehicle from storage within a designated timeframe.
- Overall, customer service metrics improved in the first four months of Fiscal 2025. The average customer wait time at TLC's Long Island City facility reduced to 18 minutes, a 36 percent decrease from the same period last fiscal year. The average call wait time for the TLC Call Center reduced to three minutes and 14 seconds, a 66 percent decrease. TLC received nearly 200,000 emails in the first four months of Fiscal 2025 because of licensees' reactions to recent legislation and industry activity, however, response time remained high at 93 percent. The rate of letters responded to within 14 days by TLC decreased by 10 percent. TLC's Licensing unit continues to identify process improvements and efficiencies in the new driver application process, resulting in a 29 percent decrease in average processing time in the first four months of Fiscal 2025 compared to the same period last year.
- Since the COVID-19 pandemic, the number of trips completed by TLC licensees has consistently increased along with a correlated increase in the number of TLC driver complaints received. These complaints are up 10 percent in the first four months of Fiscal 2025. Contributing to the increase in trips could also be to the rise in tourism in the City. In addition to the increase in TLC driver complaints received, the complaints that were eligible for prosecution increased 62 percent.

- TLC Prosecution continues to process a high volume of complaints per month, which has resulted in an 18 percent increase in the average time to close a TLC driver complaint in comparison to the same period in Fiscal 2024. The significant processing delays are also due in part to staff shortages. However, TLC Prosecution has identified process improvements that is steadily bringing the average number of days down significantly. In October 2024, the average number of days to close a TLC driver complaint was 16.3 days, a 49 percent decrease compared to the 31.7 average number of days in October 2023.

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 access to for-hire transportation service.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Active Medallion Taxis that are accessible	NA	NA	NA	*	*	NA	3,992
Active Boro Taxis that are accessible	NA	NA	NA	*	*	NA	31
Active For-Hire Vehicles that are accessible	NA	NA	NA	*	*	NA	7,642
Accessible dispatch median wait time citywide (minutes:seconds)	13:52	13:06	12:03	*	*	12:51	11:17
★ Accessible dispatch trips fulfilled as a percent of requested trips (%)	86.0%	86.4%	86.8%	84.0%	84.0%	85.0%	88.6%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Medallion Taxi safety and emissions inspections conducted – Total	17,560	19,721	21,662	*	*	10,351	11,729
– Passed	13,341	15,294	17,318	*	*	8,212	9,143
– Failed	4,219	4,427	4,344	*	*	2,139	2,586
★ Medallion Taxi safety and emissions failure rate – Initial inspection (%)	29.3%	25.9%	21.0%	45.0%	45.0%	24.1%	26.1%
Medallion Taxi safety and emissions failure rate – Re-Inspection (%)	5.1%	6.1%	5.9%	*	*	7.0%	7.3%
Medallion Taxi safety and emissions inspections completed on schedule (%)	34.2%	35.1%	39.2%	*	*	56.8%	64.0%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	74,432	78,274	80,384	*	*	26,272	26,402
★ For-Hire Vehicles safety and emissions failure rate – Initial inspection (%)	25.8%	26.2%	22.7%	45.0%	45.0%	23.9%	24.7%
– Re-Inspection (%)	8.7%	9.0%	8.9%	*	*	8.8%	9.6%
For-Hire Vehicles safety and emissions inspections completed on schedule (%)	97.8%	98.6%	98.2%	*	*	97.2%	99.4%
Boro Taxi safety and emissions inspections conducted	4,347	3,558	2,881	*	*	1,010	778
★ — Initial inspection (%)	34.4%	39.5%	37.2%	45.0%	45.0%	39.0%	37.1%
– Re-inspection (%)	9.0%	11.0%	11.1%	*	*	12.7%	10.9%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Patrol summonses issued to drivers	32,692	29,166	22,839	*	*	6,833	6,897
Patrol summonses issued to owners/agents/bases	4,014	5,697	4,930	*	*	1,525	1,628
★ Patrol summonses issued for illegal street hails for drivers and vehicle owners	2,056	1,172	749	*	*	247	298
★ Patrol summonses issued for unlicensed activity for drivers and vehicle owners	3,698	4,268	2,866	*	*	1,122	815
Administrative summonses issued to drivers	8,730	5,841	5,118	*	*	1,009	2,355
Administrative summonses issued to owners/agents/bases	11,917	11,056	13,922	*	*	4,073	4,499
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the OATH (%)	95.5%	91.6%	91.6%	*	*	92.2%	93.1%
Vision Zero summonses issued	22,249	17,575	12,271	*	*	3,442	4,600
Service Refusal summonses issued	18	521	347	*	*	147	108
Administrative settlements accepted by drivers	NA	NA	422	*	*	0	743
Administrative settlements accepted by owners/agents/bases	NA	NA	4,844	*	*	0	3,811
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 1d Provide excellent customer service to licensees.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Average wait time at Long Island City licensing facility (hours:minutes)	0:33	0:37	0:22	0:25	0:25	0:28	0:18
TLC driver licenses issued	47,226	78,845	64,079	*	*	24,339	13,374
– New licenses issued	15,641	20,548	21,307	*	*	7,508	4,662
Average time to issue a new driver license from initial application (calendar days)	65.7	47.8	44.2	*	*	42.8	43.1
– Average agency processing time	6.5	5.0	4.6	*	*	4.3	3.1
★ Owners approved for the Medallion Relief Program	NA	1,838	2,038	⬆️	⬆️	1,945	2,046
★ Average time to conduct a safety and emissions inspection of a Medallion Taxi (hours:minutes)	0:22	0:23	0:31	1:00	1:00	0:27	0:18
★ Average time to conduct a safety and emissions inspection of a For-Hire Vehicle (hours:minutes)	0:18	0:20	0:23	1:00	1:00	0:21	0:14
★ Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)	0:21	0:21	0:27	1:00	1:00	0:28	0:16
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 1e Promote excellent customer service to passengers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
TLC driver complaints received	16,629	24,131	28,025	*	*	8,356	9,220
– Complaints that were eligible for prosecution	9,290	13,087	15,471	*	*	4,278	6,914
★ Average days to close a TLC driver complaint	22.4	33.2	43.9	50.0	50.0	32.6	38.4
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Medallion Taxis active and not suspended	13,587	13,587	13,587	*	*	13,587	13,587
● For-Hire Vehicles active and not suspended	95,712	98,267	107,932	*	*	98,588	106,630
Boro Taxis active and not suspended	2,379	2,308	875	*	*	965	831
Electric vehicles that are Medallion Taxis	NA	NA	39	*	*	41	35
Electric vehicles that are For-Hire Vehicles	NA	NA	11,283	*	*	2,469	12,021
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
E-mails responded to within 14 days (%)	95%	89%	86%	85%	85%	92%	93%
Letters responded to within 14 days (%)	64%	75%	92%	90%	90%	95%	85%
Average call wait time (minutes:seconds)	3:37	4:24	9:18	*	*	9:19	3:14
Completed requests for interpretation	12,938	15,641	17,163	*	*	NA	NA
CORE facility rating	100	98	100	85	85	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - For-hire Vehicle Complaint (14 days)	100%	98%	57%	90%	90%	93%	19%
Percent meeting time to first action - Lost Property (7 days)	97%	96%	93%	90%	90%	95%	100%
Percent meeting time to first action - Miscellaneous Comments (14 days)	NA	NA	NA	60%	60%	NA	NA
Percent meeting time to first action - Request for Information (14 days)	NA	NA	NA	60%	60%	NA	NA
Percent meeting time to first action - Taxi Complaint (14 days)	100%	99%	63%	90%	90%	97%	16%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$64.9	\$160.6	\$54.5	\$60.3	\$60.3	\$58.0	\$23.1	\$20.2
Revenues (\$000,000)	\$59.4	\$70.1	\$68.0	\$60.6	\$60.6	\$59.8	\$22.8	\$19.9
Personnel	520	462	454	619	616	587	459	438
Overtime paid (\$000)	\$559	\$886	\$1,454	\$809	\$809	\$809	\$418	\$651
¹ January 2025 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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 ¹ (\$000,000)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$38.5	\$45.4	All
002 - Other Than Personal Services	\$16.0	\$14.9	All
Agency Total	\$54.5	\$60.3	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In July 2024, TLC updated the methodology it uses to count accessible vehicles. Instead of counting accessible vehicles that conducted trips in a month, TLC now counts accessible vehicles that have licenses in good standing. As a result, the old indicators were removed and replaced (although the indicator names remain the same). This applies to three indicators in Goal 1a: ‘Active Medallion Taxis that are accessible,’ ‘Active Boro Taxis that are accessible,’ and ‘Active For-Hire Vehicles that are accessible’.
- The Fiscal 2025 targets for ‘Medallion Taxi safety and emissions failure rate – Initial inspection (%)’ AND ‘FHV safety and emissions failure rate - Initial inspection’ were updated from 35% to 45%.
- Preceding the Fiscal 2025 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

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.

