

TAXI AND LIMOUSINE COMMISSION



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. More than 13,000 accessible vehicles now operate across yellow taxis, green taxis, and FHV, with an average of 70,000 monthly requests for accessible service. In June 2025, more than 50 percent of the active yellow taxi fleet became wheelchair accessible vehicle (WAV) for the first time. 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.

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 also offers \$2,500 per year over four years for a total of \$30,000. The TIF provided \$17 million in direct payments to eligible drivers and vehicle owners during the first four months of Fiscal 2026. 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. Small business medallion owners have also benefited from the Medallion Relief Program (MRP), which supports medallion owners who own or have an interest in six or fewer medallions. The MRP program has provided over \$476 million in total debt forgiveness since March 2021.

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 (such as 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 ride-sharing 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 the Center for New York City Affairs. The 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 increase that helps drivers' incomes keep pace with the rising cost of living.

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

- Accessible service across the taxi and FHV fleet continues to grow, expanding options for every New Yorker. For the first time, more than half of the active medallion taxi fleet is accessible, with 5,911 accessible taxis on the road through October 2026, nearly 50 percent more than there were through October of 2025. This is attributed to taxi WAVs no longer having a retirement date, allowing vehicles to operate indefinitely if they pass TLC inspections and meet safety and regulation standards, as well as TLC's compliance with a federal court order mandate requiring all new taxis coming into service be wheelchair accessible. In the first four months of Fiscal 2026, there were 7,488 accessible FHV's, a marginal decrease from the 7,642 during the same period of Fiscal 2025. Despite this decrease, across the yellow taxi, green taxi, and FHV fleet, there are now more than 13,000 accessible vehicles on the road. Starting in Fiscal 2026, TLC 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 the Accessible Dispatch call center, operated by one company, or through the e-hail applications. 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 the Accessible Taxi Hotline, or through one of the e-hail apps available. This programmatic change explains the slight increase in wait times experienced by Accessible Dispatch customers, which went from 11:17 to 12:06 minutes across comparative reporting periods.
- The total number of medallion taxi safety and emissions inspections increased by 11 percent in the first four months of Fiscal 2026, compared to the same period in Fiscal 2025, from 11,729 to 13,049, driven by more medallion vehicles returning to service after being taken out of storage. TLC allows medallion owners to store medallions by emailing a completed medallion storage receipt form when they are temporarily unable to operate their vehicle due to illness, travel or similar circumstances. In contrast, boro taxi safety and emissions inspection visits continued their downward trend, declining by 15 percent to 665 compared to the 778, as fewer boro taxis remain active on the road due to customers shifting to a new app-based system and pre-booked rides rather than street hails. The average time required to complete safety and emissions inspections for medallion taxis increased 44 percent from 18 to 27 minutes, FHV's increased 21 percent from 14 to 17 minutes, and boro taxis increased 50 percent, from 16 to 24 minutes. This is largely due to the additional time and attention needed to inspect aging vehicles, especially WAVs, which are no longer subject to retirement requirements. Despite the increase, average times remain below the one-hour target across vehicle types.
- In the first four months of Fiscal 2026, TLC Enforcement prioritized targeting unlicensed activity, with particular focus on airports and cruise terminals, which are key entry points where travelers are most vulnerable to unlicensed operators. As a result, the total number of patrol summonses issued for unlicensed activity increased 71 percent across comparative reporting periods to 1,391. The Agency also received a significant number of complaints regarding service refusals. In response, TLC Enforcement efforts were intensified at hotels, the Port Authority Bus Terminal and other locations, leading to a total of 200 service refusal summonses issued, an increase of 85 percent compared to the same period in Fiscal 2025. Additionally, the total number of patrol summonses issued to owners, agents, and bases was 2,232, an increase of 37 percent. This increase is largely attributed to the heightened enforcement of illegal window tints, which poses a public safety concern.
- TLC issued 1,933 administrative summonses to drivers in the first four months of Fiscal 2026, an 18 percent decrease from the same period in Fiscal 2025, which can be attributed to the significant shortage of staff. At the same time, administrative summonses issued to owners, agents, and bases increased six percent to 4,754. The number of administrative summonses fluctuates due to the cyclical nature of some violations, as well as the policy goals affecting other types of violations, which require substantial time and documentation, reducing capacity to issue other administrative summonses. Moreover, administrative settlements accepted by drivers decreased 43 percent, from 743 to 426 across comparative reporting periods.

- Customer service remains a top priority. During the first four months of Fiscal 2026, TLC experienced increased demand for services, reflected in more in-person visits to TLC’s Long Island City, Queens facility, and increased call volume to TLC’s Call Center. Visits to the Long Island City facility rose; however, without additional staffing, the average customer wait time increased to 27 minutes, exceeding the 25-minute target and 10 minutes longer than in the same period of Fiscal 2025. Moreover, call volume to the Agency’s call center increased, accompanied by longer wait times, which rose from 3:14 minutes in the first four months of Fiscal 2025 to over 13:04 minutes during the same period in Fiscal 2026. Despite the uptick, TLC’s Licensing Division reduced repeat calls by ensuring that questions and concerns were fully addressed at the first point of contact, which resulted in improved overall customer experience. TLC will continue to support customers by adjusting staffing schedules and cross-training staff to better manage both calls and visits to TLC’s Long Island City facility.
- In the first four months of Fiscal 2026, the Agency issued 103 percent more TLC driver’s licenses—which includes new driver applications and renewals—with over 27,000 issued compared to same period last fiscal year, maintaining such efficient processing times underscores the improvement of operations by TLC’s Licensing Division. Moreover, the TLC’s Licensing Division continued to demonstrate a strong commitment to quality customer service, as reflected in its average processing times. Despite a remarkable increase in license renewals due to the timing of the renewal cycle, and a 26 percent increase in new driver licenses issued, the average processing time for issuing a new driver license increased only slightly from 3.1 days to 3.5 days across comparative reporting periods.
- Since its launch in March 2021, the Medallion Relief Program (MRP) has provided \$476 million in debt relief, with grant assistance up to \$30,000, to medallion owners who own or have an interest in six or fewer medallions. The program was designed to provide financial assistance to medallion owners who purchased their medallion(s) prior to March 2021, and after four successful years, MRP officially sunset in August 2025. As a result of this innovative program, 2,082 medallion owners restructured their loans with participating lenders under MRP, easing their debt burden and helping them get back on the road.
- TLC’s Prosecution Division continues to process a high volume of complaints each month. TLC received 9,965 driver complaints in the first four months of Fiscal 2026, an eight percent increase from the 9,220 complaints recorded during the same period in Fiscal 2025. Among these, 3,471 complaints were eligible for prosecution, a 50 percent decrease from the 6,914 complaints eligible in the same period of Fiscal 2025. TLC’s Prosecution Division has identified process improvements that steadily brought the average number of days to close a customer complaint down significantly, such as changing the method by which drivers are identified to be positively associated with the complaint. Moreover, TLC closes many NYC311 complaints because they lack sufficient details, do not include complainant contact information, or duplicate complaints already on file.
- In October 2025, the average number of days to close a TLC driver complaint was 14.0 days, a 64 percent decrease compared to the 38.4 average days to close a complaint in October 2024. The decrease can be attributed to the TLC Prosecution Division changing its method of identifying repeat complainants and drivers through data searching, reducing the time to process the complaints.

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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Active medallion taxis that are accessible	NA	NA	5,294	*	*	3,992	5,911
Active boro taxis that are accessible	NA	NA	23	*	*	31	19
Active for-hire vehicles that are accessible	NA	NA	7,439	*	*	7,642	7,488
Accessible dispatch median wait time citywide (minutes:seconds)	13:06	12:03	11:25	*	*	11:17	12:06
★ Accessible dispatch trips fulfilled as a percent of requested trips (%)	86.4%	86.8%	88.0%	84.0%	84.0%	88.6%	85.2%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Medallion taxi safety and emissions inspections conducted – Total	19,721	21,662	24,122	*	*	11,729	13,049
– Passed	15,294	17,318	18,568	*	*	9,143	9,915
– Failed	4,427	4,344	5,554	*	*	2,586	3,134
★ Medallion taxi safety and emissions failure rate – Initial inspection (%)	25.9%	21.0%	31.5%	45.0%	45.0%	26.1%	28.6%
– Re-Inspection (%)	6.1%	5.9%	7.5%	*	*	7.3%	9.4%
Medallion taxi safety and emissions inspections completed on schedule (%)	35.1%	39.2%	43.9%	*	*	64.0%	70.7%
For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	78,274	80,384	74,657	*	*	26,402	25,172
★ For-hire vehicles safety and emissions failure rate – Initial inspection (%)	26.2%	22.7%	26.0%	45.0%	45.0%	24.7%	26.1%
– Re-Inspection (%)	9.0%	8.9%	9.2%	*	*	9.6%	9.2%
For-hire vehicles safety and emissions inspections completed on schedule (%)	98.6%	98.2%	99.1%	*	*	99.4%	98.3%
Boro Taxi safety and emissions inspections conducted	3,558	2,881	2,398	*	*	778	665
★ Boro taxi safety and emissions failure rate — Initial inspection (%)	39.5%	37.2%	41.4%	45.0%	45.0%	37.1%	39.5%
– Re-inspection (%)	11.0%	11.1%	11.7%	*	*	10.9%	15.0%
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Patrol summonses issued to drivers	29,166	22,839	21,337	*	*	6,897	6,447
Patrol summonses issued to owners/agents/bases	5,697	4,930	6,354	*	*	1,628	2,232
★ Patrol summonses issued for illegal street hails for drivers and vehicle owners	1,172	749	1,058	*	*	298	289
★ Patrol summonses issued for unlicensed activity for drivers and vehicle owners	4,268	2,866	3,833	*	*	815	1,391
Administrative summonses issued to drivers	5,841	5,118	7,020	*	*	2,355	1,933
Administrative summonses issued to owners/agents/bases	11,056	13,922	14,355	*	*	4,499	4,754
Violations admitted to or upheld at the Taxi and Limousine Tribunal at the OATH (%)	91.6%	91.6%	92.1%	*	*	93.1%	92.8%
Vision Zero summonses issued	17,575	12,271	14,219	*	*	4,600	4,567
Service Refusal summonses issued	521	347	585	*	*	108	200
Administrative settlements accepted by drivers	NA	422	1,998	*	*	743	426
Administrative settlements accepted by owners/agents/bases	NA	4,844	10,879	*	*	3,811	3,599
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Average wait time at Long Island City facility (hours:minutes)	0:37	0:22	0:23	0:25	0:25	0:18	0:27
TLC driver licenses issued	78,845	64,079	50,338	*	*	13,374	27,183
– New licenses issued	20,548	21,307	12,621	*	*	4,662	5,850
Average time to issue a new driver license from initial application (calendar days)	47.8	44.2	44.4	*	*	43.1	42.4
– Average agency processing time	5.0	4.6	3.3	*	*	3.1	3.5
★ Owners approved for the Medallion Relief Program	1,838	2,038	2,046	↑	↑	2,046	2,082
★ Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	0:23	0:31	0:22	1:00	1:00	0:18	0:26
★ Average time to conduct a safety and emissions inspection of a for-hire vehicle (hours:minutes)	0:20	0:23	0:15	1:00	1:00	0:14	0:17
★ Average time to conduct a safety and emissions inspection of a boro taxi (hours:minutes)	0:21	0:27	0:21	1:00	1:00	0:16	0:24
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
TLC driver complaints received	24,131	28,025	26,514	*	*	9,220	9,965
– Complaints that were eligible for prosecution	13,087	15,471	18,259	*	*	6,914	3,471
★ Average days to close a TLC driver complaint	33.2	43.9	27.1	50.0	50.0	38.4	14.0
★ Critical Indicator	🚩 Equity Indicator	“NA” Not Available		↕ Directional Target	* None		

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Medallion vehicles	13,587	13,587	13,587	*	*	13,587	13,587
🚩 For-hire vehicles active and not suspended	98,267	107,932	104,228	*	*	106,630	103,790
Boro taxis active and not suspended	2,308	875	719	*	*	831	635
Electric vehicles that are medallion taxis	NA	39	31	*	*	35	31
Electric vehicles that are for-hire vehicles	NA	11,283	12,902	*	*	12,021	13,020
★ Critical Indicator	🚩 Equity Indicator	“NA” Not Available		↕ Directional Target	* None		

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customer Experience							
E-mails responded to within 14 days (%)	89%	86%	84%	85%	85%	93%	72%
Letters responded to within 14 days (%)	75%	92%	93%	90%	90%	85%	85%
Average call wait time (minutes:seconds)	4:24	9:18	4:49	*	*	3:14	13:04
Completed requests for interpretation	15,641	17,163	14,595	*	*	NA	NA
CORE facility rating	98	100	95	85	85	NA	NA
★ Critical Indicator	🚩 Equity Indicator	“NA” Not Available		↕ Directional Target	* None		

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Lost Property (7 days)	96%	93%	100%	90%	90%	100%	98%
Percent meeting time to first action - Taxi Complaint (14 days)	99%	63%	12%	90%	90%	16%	NA
★ Critical Indicator	🚩 Equity Indicator	“NA” Not Available		↕ Directional Target	* None		

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26¹	FY27¹	FY25	FY26
Expenditures (\$000,000)²	\$160.6	\$54.5	\$53.7	\$58.1	\$62.0	\$57.9	\$20.2	\$20.7
Revenues (\$000,000)	\$70.1	\$68.0	\$59.3	\$59.8	\$63.8	\$60.6	\$19.9	\$23.0
Personnel	462	454	451	587	580	580	438	466
Overtime paid (\$000)	\$886	\$1,454	\$1,495	\$809	\$809	\$809	\$651	\$430
¹February 2026 Financial Plan. ²Expenditures 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 FY25 ¹ (\$000,000)	February 2026 Financial Plan FY26 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$36.5	\$42.6	All
002 - Other Than Personal Services	\$17.2	\$19.5	All
Agency Total	\$53.7	\$62.0	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Fiscal 2026 four-month actual performance for the service level agreement indicator 'Percent meeting time to first action—Taxi Complaint (14 days)' is not available. TLC and the Mayor's Office of Operations are working to resolve the data disruption.

ADDITIONAL RESOURCES

For additional information go to:

- TLC Factbook:
<https://www.nyc.gov/site/tlc/about/data-and-research.page>
- 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>
- The Social Indicators and Equity Report, EquityNYC:
<https://equity.nyc.gov/>

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

