1 --X

2   NEW YORK CITY

3   TAXI & LIMOUSINE COMMISSION

4   PUBLIC MEETING

5 --X

6   33 Beaver Street

7   New York, New York

8   December 3, 2025

9   10:06 A.M.

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12 H E L D   B E F O R E:

13 DAVID DO - COMMISSIONER AND CHAIR

14 SHERRYL ELUTO - GENERAL COUNSEL

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18 Vanessa Walker,

19 Shorthand Reporter

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 1    A P P E A R A N C E S:

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      BOARD OF COMMISSIONERS
 3

 4    COMMISSIONER/CHAIR DAVID DO

 5    GENERAL COUNSEL SHERRYL ELUTO

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 7    COMMISSIONER PAUL BADER

 8    COMMISSIONER THOMAS SORRENTINO

 9    COMMISSIONER ELISA VELAZQUEZ

10    COMMISSIONER ANDREA BIERSTEIN

11    COMMISSIONER SARAH KAUFMAN

12

13

14

15    PRESENTER:

16        EVAN HINES
          Deputy Commissioner for Operations,
17        People and Innovations

18        CINDI DAVIDSON

19        Assistant Commissioner,
          Program Planning & Management
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1   CHAIR DO: Good morning. I'm

2   calling this meeting to order at

3   10:06 A.M. I'm David Do, Commission and

4   Chair of the TLC and I am joined today

5   by our Board of Commissioners:

6   Commissioner Sorrentino, Commissioner

7   Velazquez, Commissioner Bader,

8   Commissioner Bierstein and Commissioner

9   Kaufman.

10   It's been some time since we've had

11   a Commissions hearing and it's wonderful

12   to have all of our commissioners here

13   with us today. I hope everyone out

14   there had a safe and fulfilling

15   Thanksgiving with your loved ones and

16   with more good times ahead as we move

17   further into the holiday season.

18   Just reflecting a bit: What a year

19   it has been. We started out with

20   congestion pricing going in to effect,

21   keeping a close eye on how it might

22   impact trips for our licensees. Well,

23   so far those numbers keep continuing to

24   improve with October taxi trips up 15

25   percent compared to the same period last

1   year and high volume for-hire trips are

2   up 6 percent.

3   We passed a record number of rules

4   designed to increase and improve

5   accessibility. From restructuring the

6   Taxi Improvement Fund, to reducing wait

7   times for wheelchair accessible

8   vehicles, to the Accessible E-Hail, to

9   launching a Accessible Taxi Loan

10   Assistance program providing affordable,

11   and low interest loans to individual

12   drivers so that they can get a

13   wheelchair accessible vehicle.

14   All that rulemaking saw us make

15   history in June when our active fleet

16   crossed the 50 percent accessibility

17   line. We are now at 55 percent of

18   active taxis being wheelchair

19   accessible; a number that continues to

20   rise.

21   We also saw the launch of Interior

22   Advertising rules. Rules increasing

23   Vision Zero education and compliance;

24   rules designed to reduce insurance costs

25   and of course our rule package back in

1   September that not only increased the

2   minimum pay high-volume drivers, but

3   also increased protections against

4   unfair and unnecessary lockouts.

5   Those are just the highlights. As

6   we closeout the year, I just want to

7   thank my fellow commissioners for their

8   partnership on these efforts. As well

9   as our industry stakeholders and of

10   course our teams here at the TLC.

11   Without you all, we could've not had our

12   successes in the past year.

13   Before we begin today's meeting and

14   I want to hand it over to Sherryl, I

15   have one more safety-related

16   announcement for our riding public and

17   our TLC licensees. We have recently

18   seen reports of yellow and green cab

19   passengers being asked to use a Square

20   device in their trips. This is a

21   reminder for our drivers that it is

22   illegal to use these types of devices

23   like Square or NFC devices readers for

24   paying trips in New York City. Credit

25   card payments must be made through the

1 RideShare app or the reader attached to

2 the cab. If a driver is asking you to

3 use a Square device, the meter is not

4 running and that trip is off the books,

5 which also means it is unlicensed and

6 unsafe. We depend on the public to

7 report issues like this by calling 311

8 or reporting it through the 311 website,

9 and following up with a phone call when

10 it comes time to get more information

11 about that complaint.

12 It's very difficult for us to hold

13 bad actors accountable without the help

14 of the public, and I want to thank all

15 the folks out there who have been

16 reporting this and cooperating with our

17 prosecution team. This is how we can

18 work together to keep our City's taxi

19 fleet and for-hire services fleet safe

20 and well regulated. I will now go to

21 our general counsel, Sherryl Eluto, to

22 take us through today's agenda.

23 MS. ELUTO: Good morning.

24 Commissioners, the first item before you

25 on the agenda is the minutes from

1   September 17th, the last commission

2   meeting. I will now call a vote to

3   adopt those minutes. All in favor in

4   adopting the minutes, please raise your

5   hand.

6   (Hands raised.)

7   MS. ELUTO: Thank you. The vote is

8   unanimous. I will now call on our

9   director for Base and Business services

10   Fabian Cancel to present the base

11   license applications.

12   MR. CANCEL: Good morning

13   Commissioners and attendees. My name is

14   Fabian Cancel. I'm the director of Base

15   and Business Licensing Unit. Eighteen

16   bases have been presented for your

17   review and we are awaiting your

18   approval.

19   MS. ELUTO: Commissioners. You had

20   a hand raised, I'm sorry.

21   COMMISSIONER BADER: So I'm assuming

22   that we have not heard any negative

23   replies from anybody in these

24   communities relative to any of these

25   applicants?

1   MR. CANCEL: Not that I'm aware of,

2   sir, no.

3   CHAIR DO: Just to, I think really

4   put a point on that is that we not only

5   ask the local community board for their

6   letter of support or opposition to any

7   of these bases, but that's a key

8   component of what we look at when

9   determining if we approve or renew a

10   base.

11   COMMISSIONER BADER: I'm curious,

12   have we ever? How frequently do we ever

13   hear a reply of any kind, be it positive

14   or negative?

15   CHAIR DO: Oftentimes we get a

16   letter of support from the community.

17   In my time in the last three and a half

18   years, I have not seen a letter of

19   opposition. But I'll let Fabian maybe

20   make a point on that.

21   COMMISSIONER BADER: That was my

22   question. I know that I talked to

23   people before and I understand we send

24   it out to the council community board

25   which is great. But. Which is why I

1   was just following up to say okay how

2   frequently. Because unfortunately a lot

3   of times these things go out and they

4   just kind of get lost and there is no

5   feedback on how these places operate.

6   So that was why I wanted to follow up

7   but.

8   MR. CANCEL: So to put a short

9   answer to that: We rarely do get any

10   rejection and/or a rejection from the

11   community boards. However, if it does

12   in fact, ever come through, we do

13   investigate. We follow up, and we make

14   certain that we are addressing the

15   concerns that are being brought to our

16   attention. Honestly, in the time that I

17   have worked with the Base and Business

18   team, it's very rare.

19   COMMISSIONER BADER: So I also

20   noticed there are sometimes there are

21   multiple entities that operate out of

22   the same address. What is the. Explain

23   that to me. What's the reason? Is

24   there a reason for that? Do you know

25   why does that occur? What's the status

1   on that?
2   CHAIR DO: So one of the things is
3   is that oftentimes there are
4   requirements for each of these bases,
5   right. Via parking minimums and other
6   things that we review. Now, some bases,
7   right, will operate out of the same
8   address because there are different
9   entities within that that they're
10   dispatching trips from. And that has
11   been okay in the TLC side.
12   COMMISSIONER BADER: Okay. Thank
13   you.
14   CHAIR DO: And I just want to
15   finally add is that oftentimes I know
16   that approving bases is just one of our
17   functions, right. But there is a level
18   of anxiety because all these bases are
19   small businesses and they want to
20   continue to operate as quickly as they
21   can. And oftentimes there are some,
22   these are livery bases, community car
23   bases. And other bases like black car
24   bases don't have the same scrutiny like
25   these bases. So this is something that

1   we're looking at to work with the

2   council to make sure that small

3   businesses like the ones that we're

4   approving have a faster timeline.

5   But even after we approve it today,

6   there is a waiting period for the

7   council to look at it and then approve

8   before they can start operating their

9   small business.

10   COMMISSIONER BADER: No, listen.

11   I'm a hundred percent in favor of these.

12   Personally, locally, this is who I use.

13   And I find that the rates of the local

14   community-based services are many times

15   considerable cheaper than the riding app

16   businesses. So I want to encourage this

17   certainly at this point to make sure

18   that, you know, there's some oversight

19   and it's appropriate. Thank you.

20   CHAIR DO: Thank you.

21   MS. ELUTO: Commissioners, can we

22   have a vote on adoption of the base

23   license recommendations. All in favor

24   of adopting, please say ay.

25   (Hands raised.)

1   MS. ELUTO: Unanimous. Thank you.

2   Thank you.

3   CHAIR DO: Thank you, Fabian.

4   MS. ELUTO: Commissioners, we will

5   have Evan Hines, our Deputy Commissioner

6   for Operations, People and Innovations,

7   and Cindi Davidson, our Assistant

8   Commissioner for Program Planning and

9   Management give a presentation on taxi

10   accessibility updates.

11   MS. DAVIDSON: Thank you

12   Commissioner Do and thank you

13   commissioners for being here this

14   morning. My name is Cindi Davidson and

15   I serve as the assistant commissioner of

16   Program Planning and Management. Can

17   you hear me? Hello? All right. Let's

18   start again.

19   Thank you Commissioner Do and thank

20   you commissioners for being here this

21   morning. My name is Cindi Davidson and

22   I serve as the Assistant Commissioner of

23   Program Planning and Management. I'm

24   joined by Deputy Commissioner of

25   Operations, People and Innovations, Evan

1   Hines. I will describe each slide in

2   the presentation.

3   This slide includes the title of the

4   presentation, Accessible Taxi Service

5   Update and lists my name and Deputy

6   Commissioner Hines as presenters.

7   It's been a little over a year since

8   the Commission adopted rules requiring

9   all new taxicab -- to be

10   wheelchair-accessible until 50 percent

11   of the authorized fleet is accessible,

12   and we're happy to share we've made real

13   progress. This morning I will present

14   on the status of the accessible taxi

15   fleet, provide an update on the new

16   expanded Accessible Dispatch E-Hail

17   program, and talk about where we are on

18   the ATLAS pilot. I will then hand over

19   the presentation to Evan who will

20   discuss the Tax Improvement Fund and how

21   we are moving forward.

22   This slide is entitled "accessible

23   taxi" and it shows an icon of a yellow

24   taxi, a WAV, and a blue box on the left

25   and text on the right. New York City

1   has the most accessible fleet in the

2   nation, and a large part due to the many

3   individuals in this room and watching

4   online. Back in 2013, there were a

5   little over 200 accessible taxis on the

6   road. An accessible dispatch was

7   originally started to make it possible

8   for customers to request a

9   wheelchair-accessible taxi to pick them

10   up at no extra cost. A few years later,

11   accessible dispatch expanded service

12   across over all five boroughs. There

13   were few accessible options in the FHV

14   sector. Fast forward and now there are

15   over 13,000 accessible taxis FHV on the

16   road that can arrive at your requested

17   pickup location in ten minutes or less

18   citywide.

19   And in October, customers made

20   78,000 requests for a

21   wheelchair-accessible taxi or FHV

22   demonstrating great service across both

23   sectors.

24   Now, let's delve into yellow taxis.

25   There are over 6,000 had accessible

1   taxis on the road and the accessible

2   fleet is averaging about 120 new

3   accessible taxi hack ups each month due

4   to the 100 percent hack-up rule and

5   mandate. Looking at the overall fleet,

6   this means that 67 percent of the active

7   taxi fleet is now accessible compared to

8   42 percent in October last year. This

9   is a dramatic increase in just over

10   12 months, and we have celebrated with

11   many of you when we reached the

12   50 percent mark back in June. And we

13   are not done yet.

14   Ultimately, we need to ensure

15   50 percent of the entire authorized

16   Medallion taxi fleet is accessible and

17   we will continue rolling out new

18   accessible taxis until then. Earlier

19   this year, we made changes to the

20   accessible dispatch program to expand

21   the way customers can request an

22   accessible taxi similar to the FHV

23   model. On average, we are seeing about

24   5,000 requests per month for an

25   accessible taxi across all accessible

1   dispatch and E-Hail providers. And I

2   will go into more detail on the next

3   slide.

4   This next slide titled accessible

5   "dispatch E-Hail update" lists key info

6   about the program and includes logos of

7   all the services, accessible dispatch,

8   Arro, Curb, Myle. At the bottom of the

9   slide is a blue table showing trip

10   requests for each company comparing

11   October of this year to October of last

12   year.

13   In March, the Commission adopted

14   rules implementing accessible E-Hail as

15   the new model for accessible dispatch.

16   In just a few months later in July,

17   E-Hail providers, Arro, Curb and Myle,

18   launched their own call center and

19   started collecting and reporting

20   additional trip data metrics to allow

21   TLC to monitor wait time and response

22   rates. Accessible dispatch currently

23   operated by MTM via a City contract will

24   sunset service February 28th of next

25   year.

1   Based on feedback from the

2   disability community and guidance from

3   commissioners, we ensured the original

4   accessible dispatch program remained an

5   option while the new Accessible E-Hail

6   model got up and running.

7   As indicated in the table, MTM

8   accessible dispatch received 6,700 trip

9   requests in October last year. The

10   number of requests for an accessible

11   taxi dropped to 4,700 this past October;

12   a 30 percent decrease compared to last

13   year. Demand for accessible services is

14   not disappearing and we see this play

15   out in the FHV WAV side. Last October,

16   there were 59,000 requests for an

17   accessible FHV and that number increased

18   to 73,000 in October of this year.

19   Therefore, demand for accessible service

20   in a taxi or FHV is increasing and

21   moving accessible dispatch to an

22   Accessible E-Hail model will help meet

23   that demand.

24   Right now, the number of trips that

25   were booked using Arro, Curb or Myle's

1   call center is small and that's what the

2   table shows here. This is expected as

3   many customers continue to use the

4   MTM-operated program. However, we

5   expect these numbers to grow as outreach

6   and communications ramp up, informing

7   customers about the new ways to get an

8   accessible taxi.

9   TLC is also testing the service

10   across all providers. Over the summer

11   into the fall, we've requested an

12   accessible taxi by calling the

13   accessible dispatch line and booking a

14   trip with each provider multiple times.

15   As many of you may be able to relate, we

16   found the service could be improved and

17   will be working closely with E-Hail

18   providers to ensure an accessible taxi

19   continues to be easy to request and

20   arrives quickly across all authorized

21   companies.

22   The next slide is titled "ATLAS

23   pilot update" and includes the summary

24   of the program and key data points

25   listed in three blue boxes at the bottom

1   of the slide. In the next slide, I want

2   to highlight where we are on the ATLAS

3   pilot.

4   But first, I want to thank you all

5   for voting on this pivotal program to

6   help small Medallion owners purchase an

7   accessible taxi. ATLAS or the

8   Accessible Loan Assistance service is a

9   joint effort between the TLC, the New

10   York Taxi Workers Alliance, the

11   Disability Opportunity Fund, Empire

12   State Development and Toyota. ATLAS is

13   a public private partnership that offers

14   a low-cost vehicle loan for purchasing

15   an accessible taxi by offering the

16   30,000 TIF grant upfront. This brings

17   down the cost of an accessible taxi by

18   ensuring lower monthly payments and low

19   interest rates through financing with

20   the Disability and Opportunity Fund.

21   So far, ATLAS has helped eight

22   owners purchase an accessible Toyota

23   Sienna and 68 more owners are in the

24   pipeline. We expect 100 owners to

25   participate in the pilot and see the

1   amount of grants disbursed to grow from

2   180,000 and into the millions.

3   We've been working with NYTWA and

4   the Disability Opportunity Fund to

5   streamline the application process and

6   have already identified some quick wins

7   to make it faster. Based on their

8   feedback, TLC will set up a new TIF

9   enrollment process for ATLAS

10   participants by the end of this year.

11   In addition, we plan to replace the

12   mail-in TIF enrollment process with an

13   online application by Quarter 2 of 2026

14   or next year. These changes will not

15   only help ATLAS pilot participants, but

16   the industry as a whole by making the

17   TIF enrollment process easier and more

18   transparent. These changes to the TIF

19   enrollment process will support small

20   businesses, small business Medallion

21   owners and larger fleet operators.

22   Thank you and this concludes my

23   section of the presentation. I will now

24   pass it on to Deputy Commissioner Evan

25   Hines who will review the recent changes

1   to the Tax Improvement Fund and the

2   impact to the overall program.

3   CHAIR DO: Cindi, if you can stay, I

4   think we have a couple of questions for

5   your portion.

6   MS. DAVIDSON: Sure.

7   COMMISSIONER VELAZQUEZ: Hi. Cindi,

8   thank you so much. Appreciate that.

9   Can we go back to Slide 3. So you said

10   that the City contract with MTM is

11   expiring the 28th, February 28th of '26.

12   MS. DAVIDSON: Yes.

13   COMMISSIONER VELAZQUEZ: And you

14   guys been doing outreach and

15   communication. Can you talk a little

16   bit about what that looks like, you

17   know, how you guys are doing that.

18   Because it's a very short amount of time

19   in this and there's still booking a lot

20   of requests.

21   MS. DAVIDSON: Yes. Really good

22   question. Both MTM and the TLC will be

23   doing outreach to drivers and both to

24   customers. So the idea is we wanted to

25   start out with kind of a lighter touch

1   in the beginning. And then come January

2   really kind of ramp up our outreach. By

3   MTM is going to help us out with that.

4   We'll be sending out e-mails, text

5   messages. We're looking at the frequent

6   users of accessible dispatch, plan on

7   calling them, we're reaching out to them

8   directly and making sure they are aware

9   of the changes that are coming. So

10   those are kind of the area or the ways

11   we want to be doing outreach in the

12   future. We had to kind of balance

13   informing everybody. So with also

14   letting them know that they still had

15   time to do it. And then as the due date

16   or the sunset date comes along, ramping

17   up our outreach accordingly.

18   We've also updated our website so

19   all the information is all there, and

20   we'll be making some changes to the IBR

21   system and again working in concert with

22   MTM to letting folks know that the

23   programs are going to be ending and

24   these other options will be available.

25   COMMISSIONER VELAZQUEZ: Thank you.

1   And just a follow-up question. You

2   mentioned that you guys are putting the

3   application process for ATLAS to an

4   online, right? You're replacing the

5   paper process. Are you gonna keep a

6   paper option just in case people might

7   need it?

8   MS. DAVIDSON: So this we're looking

9   at the TIF enrollment process

10   specifically. So that is of the ATLAS

11   application, the first part of the

12   process is Medallion owners would

13   basically submit an online form to us

14   saying that they are interested in the

15   program. We then look at their

16   ownership to ensure they only own one

17   Medallion and no other principals are on

18   that Medallion. Then we transfer to the

19   TIF team and the enrollment process.

20   What is different with ATLAS

21   compared to regular TIF program is that

22   usually Medallion owners have six months

23   after the hack-up date to enroll in TIF.

24   With ATLAS, everything happens upfront.

25   So today you print out a form, you fill

1   out your information, you mail it to a

2   lockbox in Boston and Bank of America

3   keys the information in and then our

4   systems are updated. So what we're

5   trying to do is basically kind of allow

6   the ATLAS owners to e-mail their TIF

7   enrollment form to the TLC and we will

8   be keying that information in so we can

9   expedite that process. And we think

10   that we can handle that with the smaller

11   population. And then ultimately, we'll

12   be moving towards an online platform for

13   all of the Medallion owners and TIF

14   program.

15   CHAIR DO: I want to highlight that

16   point more, more broadly. This is a

17   significant change and we're making news

18   here today with this. Is that the TIF

19   enrollment process has been such a

20   bureaucratic, you know, dive and that

21   we're making big changes to this. By

22   the second quarter of next year, you

23   don't have to mail a paper application

24   to somewhere in Massachusetts. Now

25   you're going to be able to put it into a

1   form and submit it directly. Oftentimes

2   that paper version is lost in the mail.

3   We are then having to wait for Bank of

4   America to transcribe it and then send

5   it back to us. This is a more efficient

6   way of doing this type of work and it

7   will be make the TIF's team life a

8   little bit better.

9   But in addition to that, for ATLAS

10   participants, right, we've seen that

11   something that should have, a loan

12   online should've closed in 30 days, was

13   taking 90 plus days. And so we worked

14   with the New York City Taxi Workers

15   Alliance, the Disability Opportunity

16   Fund to analyze each step of the way.

17   And what we found is that there are a

18   lot of efficiencies that the TLC could

19   do and we are implementing. First and

20   foremost for ATLAS participants,

21   immediately they are able to submit the

22   application directly to Cindi and her

23   team so that there could be a little bit

24   more fast track within that process. So

25   that we can go to the loan process and

1   cut it down to 30 days, hopefully. And

2   make sure that we close another 92 loans

3   sooner rather than later.

4   But these eight loans took a while.

5   And I know that the community really

6   wanted to get that money out so that we

7   could then put more money into the

8   program and get more drivers through it.

9   And so I'm very excited and proud of the

10   TIF team, of the accessible dispatch

11   team, and of the programs team for their

12   work in making sure we are overall more

13   efficient. I don't know if Cindi, you

14   have anything to add to that.

15   MS. DAVIDSON: No, I think you

16   covered it. Thank you.

17   CHAIR DO: I just want to, one more

18   point is that this is an $8 million

19   program. And I want to highlight a

20   couple of thank yous, right. I know

21   that you've already said thank you to

22   New York Taxi Workers Alliance, the

23   Disability Opportunity Fund and the

24   Empire State Development and Toyota.

25   But, you know, oftentimes, partnerships

1   with our sister agencies, our state

2   agencies are hard to come by. But when

3   I reached out to the Empire State

4   Development corporation, they

5   immediately put this into high gear and

6   said yes, you know, we're going to find

7           $5 million to leverage your $3 million

8   of TIF funds so that we can get low

9   interest loans out to drivers. And now

10   we can see that at least 100 small

11   businesses are going to be able to

12   afford these vehicles so that they can

13   get on the road faster. That is the

14   picture of this program. Anything else

15   to add? Commissioner Kaufman.

16   COMMISSIONER KAUFMAN: Thank you.

17   It's great to see all of the fantastic

18   work you and your team are doing. I was

19   a little focused on Slide 2 talking

20   about 1.8 million trips per month. I

21   thought that was really interesting. I

22   was wondering to, I know you have a

23   great data analytics team here and I was

24   wondering to what extent you're looking

25   at how these trips that are, how these

1   trip requests or accessible trip

2   requests are interacting or maybe not

3   interacting with the several nearly

4   stair-free or accessible subway stations

5   that the MTA are bringing online.

6   They're bringing about eight stations

7   online per year now. And I'm wondering

8   if there's a way to analyze how closely

9   these trips align with or are no longer

10   requested in newly accessible stations

11   to see if there's any interaction.

12   And then also to help incentivize

13   drivers of these wheelchair-accessible

14   vehicles to be available near stations

15   where elevators are down. Which

16   obviously happens. Is there a way to do

17   this? I'm seeing some knowing smiles.

18   MS. DAVIDSON: Go for it.

19   CHAIR DO: So I think this is a good

20   point that we can take a look at. There

21   are a lot of data projects that we want

22   to do, and we have a fantastic team as

23   you mentioned, Commissioner Kaufman.

24   But Oftentimes we can't do everything,

25   but this is one of those great ideas

1   that I want to leverage your knowledge

2   and your expertise in the transportation

3   realm and see how we can do that

4   crossover. And so that is a very valid

5   point and I'll take it back to the team

6   so that we can examine it. Because, you

7   know, these data points are not only

8   important for the TLC industry, but the

9   broader transportation ecosystem in New

10   York and so that's a valid point. You

11   have anything to add?

12   COMMISSIONER BADER: Are you aware

13   because I don't, that's why I'm asking

14   you. Whether or not if one goes on the

15   MTA website, they will tell you where

16   the elevators are working at these

17   stations? Is that available on their

18   website for people to use?

19   COMMISSIONER KAUFMAN: Yeah, there

20   is a realtime data feed. There is a

21   website and a real-time data feed that

22   powers the back-end of apps. And so

23   people know. But there is a delay in

24   when the elevator is down and when the

25   notification goes out.

1   COMMISSIONER BADER: So it might not

2   be in today's world of technology that's

3   distance from my world. That there

4   might be a way for any WAV vehicle to

5   get, which is what you want to know, to

6   get an alert that the elevator is down,

7   you know, on XYZ stations, right.

8   That'd be awesome and it should not be

9   that hard even though I have no idea how

10   it would be done.

11   COMMISSIONER KAUFMAN: It's

12   definitely.

13   CHAIR DO: I mean, look, I think

14   Commissioner Kaufman knows this but

15   there is a data standard that is shared

16   from the MTA with a variety of different

17   types of apps. They leverage the data

18   from the MTA so that you can get to your

19   destination a little bit more

20   efficiently. So hopefully we can then

21   now leverage this data via elevator

22   outages or just not working for a

23   weekend because of track repair or

24   otherwise. And get people with

25   disabilities to where they need to go.

1   But I know that when I use any app to

2   get on to the subway so that I can get

3   to, let's say Queens for whatever I need

4   to do, right, it tells me that maybe the

5   7 is not working between Mets Field and

6   Flushing and so I have to take the T321

7   bus or another shuttle bus. So that

8   tells me right in the end. So we should

9   definitely leverage what works with that

10   data and then make sure that the

11   accessibility community can also

12   leverage that. Any other questions,

13   Commissioner?

14   COMMISSIONER BADER. No. Thank you.

15   COMMISSIONER KAUFMAN: Thank you,

16   Cindi.

17   CHAIR DO: I have one more question

18   actually. I just wanted to highlight a

19   point on Slide 3. That is, I know you

20   said this, right, but I want to take a

21   deeper dive is that why has accessible

22   dispatch trips in MTM decreased year

23   over year from 6,700 to 4,700? And I

24   know the answer, but I just want the

25   community and the TLC industry to know

1   that answer, too.

2   MS. DAVIDSON: So I think. What I

3   always like looking at, you know, when

4   I, accessible dispatch used to be the

5   only reliable service, right, that you

6   could use. But it was still limited. I

7   think at its peak it did 9,000 trips a

8   month and that was in May of 2019.

9   We've settled into 5,000 trips a month,

10   but we are seeing those numbers go down.

11   However, when we look at the FHV sector

12   which didn't used to have service,

13   right. The FHV WAV dispatchers which

14   are Uber and Lyft, are providing access

15   to wheelchair-accessible taxis citywide.

16   Where 90 percent of trips you have a

17   wait time of 10 minutes or less.

18   So I think what we're seeing is that

19   customers are choosing what service they

20   want to use, right. And that's playing

21   out in the data. So do I know exactly

22   when someone who uses accessibility

23   dispatch is now going to the FHV side or

24   Curb or Arro? No, I don't have that

25   information. Like I don't know specific

1   steps there. But based on what I'm

2   seeing in the data, I know it plays out

3   and supports that overall, and I think

4   the goal of the Taxi & Limousine

5   Commission is to provide options and

6   provide access across the City. That's

7   what we've done and accomplished in

8   these last ten years.

9   CHAIR DO: Again, just to put a

10   finer point on that. Is that since 2021

11   there have been 7,000 more

12   wheelchair-accessible vehicles in New

13   York City. And so today there is more

14   choice than ever before. And I know,

15   Gene who is in our audience today, she

16   likes choice and she likes to use the

17   app so that it can get her to her

18   destination because she lives in

19   Brooklyn, right. And sometimes that

20   choice is not a yellow taxi but an Uber

21   or Lyft that can get her a trip because

22   of our roles 90 percent of the time

23   within ten minutes or less. And I know

24   that oftentimes there are still some

25   service concerns and we have been

1   working with the taxis for all campaigns

2   with Gene herself to improve service

3   holistically across the entire city.

4   And so there is more choice in the

5   system and so that's why you will see

6   people voting with their wallets and

7   whatever is the most of efficient use

8   for their trip at that time. For the

9   yellows, it might be better in Manhattan

10   and for high-volume for-hire trips that

11   has standards. It might be part of

12   outer boroughs.

13   COMMISSIONER BADER: Do we have any

14   idea how many for-hire vehicles are

15   wheelchair accessible?

16   CHAIR DO: Yeah, so within, there's

17   5,000 yellow taxis that are wheelchair

18   accessible, a little over it at this

19   point, and then about 7,000. And if I

20   could have an opportunity to put in a

21   plug for the TLC policy and data team is

22   that a fact book that they are created a

23   live version that is updated on a

24   regular basis is available on our TLC

25   website That shows the number of

1   accessible vehicles in the entire

2   universe of TLC vehicles.

3   But more than that, it also shows a

4   bunch of different types of vehicles,

5   including black car vehicles, yellow

6   taxis, commuter vans, et cetera. If the

7   community has a chance, go on to the TLC

8   website, Google TLC fact book so that

9   you can learn more about the fleet.

10   Within there, it also shows our success

11   on the Green Rising initiative, which is

12   by 2030 getting to 100 percent

13   electrical or accessible by 2030. And

14   then also many other data points

15   including utilization rates and other

16   things that you can find out about.

17   COMMISSIONER BADER: Thank you.

18   CHAIR DO: And one final just point

19   going back to Commissioner Velazquez's

20   point on number 3 is that when we voted

21   earlier this year on changing accessible

22   dispatch in the TIF, part of it was that

23   we were going to end the MTM contract in

24   the summer, right. And then with your

25   work and with the community's work,

1   we've put a longer runway so that we had

2   more time. And I thank you for that

3   because we've learned a lot and we know

4   that we need to continue to work on

5   accessible dispatch 2.0 to make it work

6   for our disability community. So we

7   have a lot of work to do over the next

8   three months and we will continue to

9   make sure that our advocates that are

10   users and the community knows that this

11   is transitioning. So thank you for that

12   work.

13   COMMISSIONER VELAZQUEZ: Thank you.

14   COMMISSIONER BADER: Good work.

15   Thank you.

16   MS. DAVIDSON: Thank you.

17   MR. HINES: Good morning. I'm Evan

18   Hines Deputy Commissioner for

19   Operations, People and Innovation. This

20   first slide, it's is a slide titled "TIF

21   Changes Recap" with several bulleted

22   sections with phrases. First, just to

23   remind everyone the former program model

24   would not be sustainable based on the

25   court order of 100 percent WAV hack ups.

1   We would have seen large increases and

2   funding needs across every grant

3   category. Hack-ups, ongoing operational

4   payments and driver payments. When I

5   came here in January, I explained that

6   our forecasts show driver payments

7   ballooning from $11 million to

8        $26 million annually. That's 72 percent

9   of forecasted TIF revenue for that

10   period. Operational payments would've

11   skyrocketed from $15 million to

12       $27 million. We needed to come up with

13   a fully self-funded program that still

14   incentivized owners and the TLC to get

15   WAVs on the street and keep them on the

16   street. So maintaining a substantial

17   hack-up grant was necessary.

18   The new sustainable program, it

19   increased payment for hack-ups to

20       $20,000. We were able to do that

21   because of the next bullet there. We

22   reduced and capped quarterly operational

23   payments to $625 a quarter from $1,000 a

24   quarter. That funded the increase to

25       $20,000 itself so that was going from

1   just one column to another. And we had

2   to eliminate the $1 driver payment for

3   all WAV trips and we added a $10 bonus

4   payment for completed trips that were

5   requested through a call center, the

6   E-Hails or MTM. The savings there

7   allowed us to actually meet the demand

8   of the increased WAVs and the increased

9          $20,000 hack ups.

10   Thanks to all of you for approving

11   these changes in the spring. I'm happy

12   to report that the changes have met its

13   objectives. So the impact to the fund.

14   When I last spoke here, we were facing a

15   multimillion dollar deficit that was

16   forecasted for the end of this year.

17   And we are now going into 2026 with a

18   solvent with a surplus which will ensure

19   the appropriate cash flow to continue

20   making these large payments. Which I

21   will get into in one second.

22   This slide, the title is "TIF

23   Program Updates" and there are two

24   tables underneath it. One is

25   highlighting TIF activity. So in 2024,

1   TIF completed 580 enrollments. This

2   year, we've already completed 1,678

3   enrollments. That's a 189 percent

4   increase in the number of people

5   enrolling into the program. And we're

6   seeing the same type of increase in

7   actual hack-up payments. In 2024 for

8   the year, there were 476 hack-up

9   payments made. And this year through

10   November 30th is 1,378. Coincidently,

11   that's 189 percent increase as well.

12   And the disbursements, so TIF

13   disbursements through November year to

14   date. Owner disbursements which would

15   cover hack-ups and the quarterly

16   operational payments. In 2024, we paid

17   out $21.2 million. This year through

18   November, we've paid already $39.5

19   million. That's an 86 percent increase

20   going to owners who are responsible for

21   the additional costs to actually get a

22   WAV into service. It's been really

23   helpful to them.

24   Disbursements to drivers, of course,

25   since we were cutting back on that

1   program to fund the other program, part

2   of the program. Last year while we paid

3   out by the end of November 8.3 million

4   in driver payments. This year through

5   the end of November, it's 4 million. So

6   a 51 decrease in payments made to

7   drivers.

8   The increase in the disbursements is

9   due to the, besides the volume, it's

10   obviously we're giving $20,000 upfront.

11   So from the 14,000. But it is due to

12   the huge increase; almost triple the

13   amount of vehicles that are being hacked

14   up. So more people are getting more

15   funds. Any questions?

16   COMMISSIONER BADER: Can I ask.

17   COMMISSIONER VELAZQUEZ: I'm sorry.

18   And the decrease for the drivers that

19   would be because we're not doing the

20   dollar, to clarify?

21   MR. HINES: Right, we're not doing

22   the dollar. Which is for every trip no

23   matter who they picked up. So we're

24   doing a $10 trip bonus per trip

25   completed that comes through a call

1   center because that's actively somebody

2   who is calling to ask for a WAV. So

3   we're hoping that someone who actually

4   needs that WAV. Not just 'I took a WAV

5   here this morning,' you know, 'I didn't

6   need it.' But people in the past would

7   be getting a bonus for that.

8   COMMISSIONER VELAZQUEZ: Got it.

9   Thank you.

10   MR. HINES: You're welcome.

11   COMMISSIONER BADER: I just have a

12   question on your math to understand.

13   When you have the change of 189 percent,

14   why do you use that number rather than

15   289 percent? I'm just kind of curious

16   as to why.

17   MR. HINES: It's the, the increase

18   is 189.

19   COMMISSIONER BADER: I mean it's

20   more than two and a half times. It went

21   up two and a half times so I'm just

22   curious.

23   MR. HINES: We could (crosstalk) --

24   COMMISSIONER BADER: I'm just

25   curious (crosstalk) -- I'm an old

1   fashioned numbers guy.

2   MR. HINES: I did my math. The

3   current volume compared to the previous

4   period and then subtract one to give you

5   the change and that comes out to 189.

6   COMMISSIONER BADER: It's a little

7   more impressive if it's greater because

8   it's been a tremendous increase because

9   --

10   MR. HINES: I'll take the 289.

11   Thank you. I'll update it.

12   COMMISSIONER BADER: It just looks

13   better for us, for everybody.

14   MR. HINES: It looks great either

15   way, but I'm happy to change that.

16   COMMISSIONER BADER: I'm just

17   curious as if there's a reasoning behind

18   it.

19   CHAIR DO: In any case, right,

20   either 189 percent or 289 percent.

21   COMMISSIONER BADER: Tremendous.

22   CHAIR DO: It is because of this

23   Commission's work last September where

24   we said hey, we need to meet that

25   50 percent mark.

1   COMMISSIONER BADER: Right.

2   CHAIR DO: It's been 10 years, it's

3   been over a decade. We made a promise

4   and we need to commit to that promise.

5   And I know that there's some frustration

6   from the industry, but what we did was

7   the right thing.

8   COMMISSIONER BADER: Definitely.

9   CHAIR DO: To improve accessible

10   service across all five boroughs. So

11   whatever that number is, we know we did

12   something amazing.

13   MR. HINES: Right, and I hope all of

14   you. I know we had several meetings to

15   go over, several briefings, to go over

16   what the program would look like, what

17   the changes would mean. And that

18   you're, thanks for the confidence to

19   actually approve it. And hopefully the

20   numbers speaks for itself. That you're

21   glad with the decision that was made.

22   COMMISSIONER BIERSTEIN: I just had

23   a question speaking on the slide that's

24   up there now. I see that the

25   disbursements compared to last year have

1   gone up by about $18 million to the

2   owners and the disbursements to the

3   drivers have gone down by about 4

4   million. So the overall disbursements,

5   I guess, are up $16 million. I guess my

6   question is I know you said earlier that

7   the program is solvent and the problems

8   of it being in the red were solved. And

9   I'm curious since the disbursements

10   overall have gone up by 16 million,

11   where did the extra money come from?

12   MR. HINES: So the, well, with more

13   vehicles on the street, more WAVs, we're

14   getting those additional surcharges as

15   well. So revenue is higher than it had

16   been. So going from, I think it was, we

17   also have 1,000 vehicles came out of

18   storage since the beginning of the year.

19   So every one of those vehicles that go

20   on the road has the dollar per trip that

21   we get; whether it's a WAV or not. So

22   the more taxis that are on the street,

23   the more revenue coming in. Revenue was

24   like probably 36 or 38 million last year

25   and it's in the 40s million range now.

1   COMMISSIONER BIERSTEIN: Thank you.

2   COMMISSIONER KAUFMAN: This is

3   somewhat tangential to your presentation

4   which is great to see. In the past I

5   had asked about this. I was wondering

6   if there were any progress on speaking

7   with vehicle manufacturers about an

8   electric WAV vehicle. I was wondering

9   if there's been any progress.

10   CHAIR DO: Can I have Cindi come

11   back up to talk a little bit about your

12   time with Braun Ability, the

13   manufacturers and what you're

14   anticipating in the future.

15   MS. DAVIDSON: Yes. So Rubin

16   Varghese and I, assistant commissioner

17   of Safety and Emissions, we actually out

18   to the BraunAbility headquarters. We

19   visited their R&D center and

20   manufacturing plant about two weeks ago

21   to hear about what they were doing. And

22   an electric WAV is definitely something

23   that they are looking into and

24   considering. It was really interesting

25   to hear when we met with them. They

1   have a direct relationship with the

2   OEMs, with Toyota and some of the other

3   companies. And get started working with

4   them very early on before we even see

5   one of these vehicles on the road. In

6   order to start designing the

7   engineering, what goes into making this

8   a safe accessible vehicle, taking all

9   the systems out and putting them all

10   back in.

11   And so we are going to be continuing

12   those conversations with BraunAbility.

13   And, you know, we'd love to be able to

14   visit some of the other converters as

15   well to kind of see what is on their

16   horizon. The conversations have been,

17   most recent conversations have been with

18   Braun. But we definitely want to have

19   those conversations with the other

20   converters as well. As to what a future

21   of an electric WAV looks like, but I

22   think it is on the horizon.

23   COMMISSIONER KAUFMAN: Thank you.

24   CHAIR DO: Any other questions,

25   Commissioners? Any other comments,

1   Evan?

2   MR. HINES: No.

3   MS. ELUTO: No. So Commissioner Do,

4   back to you.

5   CHAIR DO: Thank you so much,

6   Sherryl. And thank you to all the TLC

7   staff and of course the OPI and the

8   Programs team for really thinking about

9   how we can further our accessibility

10   initiatives. And we have had a

11   successful run. I just want to

12   reiterate a number that I mentioned

13   before. But there are over 7,000 more

14   accessible vehicles than when we started

15   in 2022. So that has been a huge

16   number. But I want also want to

17   congratulate this commission on several

18   of your work, right, via green rides.

19   Now 1 in 5 trips in New York City are

20   either electric or

21   wheelchair-accessible. That's a huge,

22   huge, huge, successful thing that we all

23   collectively did. But what that

24   translates into is saving 65,000 metric

25   tons of CO_2. Congratulations.

1   On the MRP plus program, we have

2   implemented a program, Cindi's team

3   implemented a program that's reduced

4    $470 million in debt for over 2,000

5   Medallion owners.

6   COMMISSIONER BADER: Wow.

7   CHAIR DO: And that is a successful

8   story that I continue to tell. But I

9   think one other number that I haven't

10   shared with the TLC community or even

11   all of you is that the increases in

12   driver pay over the last three and a

13   half years have put $1.2 billion dollars

14   more into the pockets of drivers. Just

15   congratulations to all of you. Let's

16   give you all a round of applause. So

17   with that good news, I'll close this

18   meeting at 10:55 A.M. Thank you.

19   (Time noted: 10:55 A.M.)

20

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```
 1                    C E R T I F I C A T E

 2

 3

 4    STATE OF NEW YORK )

 5                          ss:

 6    COUNTY OF KINGS    )

 7

 8          I, VANESSA WALKER, a shorthand reporter

 9    within and for the State of New York, do hereby

10    certify that the within is a true and accurate

11    transcript of the statement taken on 12/03/2025.

12          I further certify that I am not related

13    to any of the parties to this action by blood or

14    by marriage, and that I am in no way interested

15    in the outcome of this matter.

16          IN WITNESS WHEREOF, I have hereunto set

17    my hand this 3rd day of December, 2025.

18

19

20                          _____
                            Vanessa Walker
21

22

23

24

25
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$10 38:3 40:24

$1000 37:23

$11 37:7

$12 48:13

$15 37:11

$16 44:5

$18 44:1

$20000 37:20,25 38:9 40:10 (4)

$212 39:17

$26 37:8

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