



New York City Taxi and Limousine Commission

2025 Annual Report

January 2026



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Welcome Letter from the Commissioner/Chair

Dear Fellow New Yorkers:

I am pleased to submit the Taxi and Limousine Commission's (TLC) 2025 Annual Report. This past year, TLC reached new milestones and continued to make the taxi and for-hire vehicle (FHV) industries safer, cleaner, and more accessible for New Yorkers and visitors. In 2025, TLC increased pay and added new "lockout" protections for drivers on high-volume for-hire platforms, achieved a record number of wheelchair accessible vehicles (WAVs) across the taxi and FHV fleets, and worked to make the black car and livery sectors more competitive.

After many years of hard work, TLC finally fulfilled its commitment to make 50% of the yellow taxis on the road wheelchair accessible. By the end of 2025, there were over 6,000 accessible taxis in service—six percentage points beyond the 50% target. Combined with the FHV fleet, there are now more than 13,500 WAVs performing accessible trips in every corner of the city. Transforming the fleet to improve accessibility has not been easy. For drivers, purchasing and operating a WAV comes with added costs for conversion, maintenance, and fuel. I'm proud to say the agency has stepped up and developed innovative ways to offset these expenses for eligible medallion owners. In 2025, TLC introduced the new \$8 million ATLAS pilot program and increased hack-up and operational incentives through the Taxi Improvement Fund (TIF) to support WAV drivers and owners.

Additionally, the high-volume FHV sector continues to become cleaner and more accessible. The industry surpassed the 2025 benchmark for the Green Rides Initiative, dispatching more than 15% of trips throughout the year to either electric vehicles (EVs) or WAVs. TLC also worked to make the high-volume sector fairer for drivers. The agency implemented new protections around app restrictions—providing drivers with greater transparency and predictability in their work arrangements—and increased its minimum pay standard to make sure that compensation keeps up with rising costs.

Other initiatives detailed in this report include increasing data transparency through the TLC Factbook; promoting Vision Zero by launching a driver remedial course and adding decals inside vehicles to promote safety; bolstering drivers' earning potential by authorizing interior advertising; providing drivers health and legal support through the Owner/Driver Resource Center; addressing rising insurance costs by approving reductions to minimum coverage requirements; streamlining the accessible e-hail program; and hosting events through the Office of Community Affairs to bring licensee services to every borough.

There remains important work to be done in 2026 and beyond, but I want to celebrate TLC's tremendous efforts this past year to increase economic stability for drivers and improve the passenger experience.

Gratefully,



David Do
Commissioner/Chair

Mission and Budget

The Taxi and Limousine Commission (TLC), created by Local Law 12 of 1971, is a Charter-mandated agency responsible for the development and improvement of for-hire transportation service in New York City. The duties of the agency include licensing and regulating taxis, for-hire vehicles (FHV), commuter vans, and paratransit services, as well as drivers and related businesses. Additionally, TLC enforces rules and regulations and sets standards for service, insurance coverage, driver safety, and equipment safety and design.

In Fiscal Year (FY) 2025 TLC operated on a budget of \$55,681,391, comprising \$36,912,847 for Personal Services and \$18,768,544 for Other than Personal Services, with an authorized headcount of 555. The FY 2026 budget is \$62,033,858, comprising \$44,435,840 for Personal Services and \$17,598,018 for Other than Personal Services, with an authorized headcount of 546.

Taxi and Limousine Commission Structure and Board Members

The Board of the Taxi and Limousine Commission has nine members, eight of whom are unsalaried. The Chair presides over the Board and acts as head of the agency, which carries out TLC's day-to-day licensing, regulatory, and enforcement functions. Members of the Commission are appointed by the Mayor with the advice and consent of the City Council, each serving a seven-year term. One representative of each of the city's five boroughs is recommended for appointment by a majority vote of each borough's respective City Council delegation. There is currently one vacant seat on the Board.

David Do

David Do was nominated by Mayor Adams to be the Chair and Commissioner of the Taxi and Limousine Commission in April 2022. Prior to his time at TLC, Commissioner Do served as the Director of the Washington, D.C. Department of For-Hire Vehicles (DFHV), where he oversaw the city's fast-moving and competitive for-hire vehicle industry. Prior to his service at DFHV, Commissioner Do served as the Director of the Washington, D.C. Mayor's Office on Asian and Pacific Islander Affairs, where he worked to improve the quality of life for thousands of D.C. Asian Americans and Pacific Islanders (AAPI).

Kenneth Chan

Commissioner Chan was nominated to serve as Commissioner of the New York City Taxi and Limousine Commission by Mayor Eric Adams on April 28, 2023 and confirmed by the City Council on May 26, 2023. Kenneth Chan is a Brooklyn resident and a small business owner who brings a unique and extensive experience in business partnerships, as well as technology development and implementation. Previously, Chan worked as Asia regional intellectual property counsel and director of intellectual property strategy at Corning, Inc., where he helped establish and lead intellectual property law functions in Asia to support the company's investments and growth.

Sarah Kaufman

Sarah Kaufman joined the New York City Taxi and Limousine Commission with extensive experience in transportation policymaking, research, and education. Kaufman is the director of the NYU Rudin Center for Transportation, where she researches, advocates for, and teaches about cutting-edge technologies in transportation. She is also an adjunct professor of planning, teaching Intelligent Cities and Advanced Projects in Urban Planning. Mayor

Eric Adams nominated Kaufman to serve as Commissioner on April 28, 2023, and the City Council confirmed her on May 26, 2023. Kaufman was honored by City & State New York with a Transportation Power 100 Award in 2022 and 2021, a Responsible 100 Award in 2018 and a Tech Power 50 Award in February 2019.

Kenneth C. Mitchell

Appointed to the Staten Island seat by the Mayor on the recommendation of the New York City Council in November 2016, Commissioner Mitchell also serves as the Executive Director of the Staten Island Zoological Society, Inc., a position he has held since September 2011. In this capacity, Commissioner Mitchell is responsible for the overall administration and the day-to-day operation of the Staten Island Zoo.

Thomas Sorrentino

Commissioner Sorrentino was appointed by the Mayor in 2017 on the recommendation of the Brooklyn delegation of the New York City Council. Commissioner Sorrentino served as a member of Kings County Community Board 18 for approximately five years, where he chaired its Transportation Committee. He is currently a partner in the accounting firm of PKF O'Connor Davies LLP and serves on the Brooklyn Chamber of Commerce Board of Directors.

Elisa Velazquez

Commissioner Velazquez was appointed by the Mayor in 2022. Commissioner Velazquez currently serves as Deputy Chief Financial Officer and Deputy Commissioner for the New York City Department of Environmental Protection (DEP) where she oversees several critical functions including Expense and Miscellaneous Revenue Budget, Facilities Maintenance and Construction, the Agency Chief Contracting Office and Executive Support and Administration. Prior to serving in her current role, Commissioner Velazquez was the Agency Chief Contracting Officer (ACCO) and Assistant Commissioner where she managed the procurement and fiscal operations for New York City's water and wastewater utility.

Paul Bader

Paul Bader has long been an active member in his community. He has served on Manhattan Community Board 2 and Brooklyn Community Board 6 and was a member of the board of the New York State Health Foundation, Danspace at St. Marks, and the Gowanus Canal Community Development Corporation. He was nominated to serve as Commissioner of the New York City Taxi and Limousine Commission by the Queens delegation of the City Council on April 28, 2023, and appointed by Mayor Adams on May 26, 2023. Prior to his time with the Commission, Bader worked in the NYC Comptroller's Office and for the Speaker of the NY State Assembly. Additionally, he brings first-hand experience as a driving instructor and as a yellow cab driver.

Andrea Bierstein

Andrea Bierstein is a Manhattan resident and lawyer and a partner at the New York office of Simmons Hanly Conroy. For the past 28 years, she has represented individuals and local governments seeking restitution from corporations. Since 2017, she has represented municipalities across the country – including New York City – in litigation against manufacturers, distributors, and dispensers of prescription opioids, seeking compensation for the opioid crisis. In addition to her legal work, Bierstein serves on the Board of Directors of Kingsbridge Heights Community Center in The Bronx. Bierstein was appointed by the Mayor on the recommendation of the Manhattan delegation of the City Council in April 2024.

Licensees Regulated by TLC

The Taxi & Limousine Commission licenses and regulates for-hire transportation in New York City, including drivers, vehicles, and related businesses. At the end of 2025, there were 180,169 drivers licensed by TLC. The TLC Driver License is a single license that allows the holder to operate a taxi, street hail livery (green cab), black car, livery, and limousine. To obtain a TLC Driver License, applicants must pass a drug test, have their fingerprints taken, complete a New York State DMV Defensive Driving Course, complete TLC's 24-Hour Driver's Education Course, and complete a Wheelchair Accessible Vehicle Training course, among other requirements. TLC issues separate licenses for commuter van drivers and paratransit drivers. In 2025, 431 drivers held a paratransit license and 68 drivers held a commuter van driver license.

More than 118,000 vehicles are licensed by TLC. This includes 13,589 taxis authorized to accept street hails from passengers throughout the five boroughs. In addition, there are approximately 103,700 licensed for-hire vehicles (FHV) that operate through pre-arrangement. These vehicles include livery vehicles (also known as community car services), black cars, and luxury limousines. The FHV sector also includes high-volume for-hire services (HVFHSs), which are bases that dispatch more than 10,000 trips per day on average. Green cabs are FHV with street hail livery (SHL) permits, which allow them to provide street hail service in areas traditionally underserved by yellow taxis. TLC also licenses and regulates paratransit vehicles (ambulettes) and commuter vans that are authorized to transport passengers within specific geographic zones.

TLC licenses 791 FHV bases, which are entities that dispatch trips to TLC-licensed FHV. FHV bases accept trip requests from passengers, dispatch drivers, are responsible for collecting and paying taxes, and pay into the Livery Fund and the Black Car Fund, which provide certain benefits such as workers' compensation. TLC currently licenses 485 black car bases and 184 livery bases. Livery and black car services provide pre-arranged transportation throughout New York City. These bases range from small, neighborhood-based operations to larger fleets that provide citywide service. Liveries are required to offer passengers upfront flat fares, and many transactions occur using cash payment. TLC also licenses 81 luxury limousine bases, which provide pre-arranged transportation to clients throughout New York City. Additionally, TLC licenses two HVFHS companies, Lyft and Uber. This license is issued to bases that dispatch more than 10,000 trips per day.

TLC also licenses and regulates other businesses including those that manufacture, install, and repair the meters used in taxis, brokers who assist buyers and sellers of medallions, agents that operate medallions on behalf of owners, interior advertising providers, and technology service providers (TSPs) that develop and maintain the credit card readers, trip recorders, and Taxi TVs found in taxis and street hail liveries.

By the Numbers: Calendar Year 2025		
Total Active Licenses		299,117
<i>(as of December 31, 2025)</i>		
Drivers		
TLC Drivers (Taxi and FHV)		179,670
Paratransit Drivers		431
Commuter Van Drivers		68
Total Driver Licenses		180,169
Vehicles		
Street Hail Services		
Taxis		13,589
Stand-by Taxis		3
Street Hail Liveries (Green Taxis)		652
Prearranged Services		
For-Hire Vehicles not Affiliated with HVFHS		21,486
	Black Car	17,599
	Livery	2,437
	Luxury Limousine	1,450
For-Hire Vehicles affiliated with HVFHS		82,225
Commuter Vans		56
Paratransit Vehicles		71
Total Vehicle Licenses		118,082

Bases	
Black Car	485
Livery	184
Luxury Limousine	81
Commuter Van	15
Paratransit	24
High-Volume For-Hire Service	2
Total Base Licenses	791
Businesses	
Taxicab Brokers	17
Medallion Agents	36
Taxicab Meter Shops	10
Taxicab Meter Manufacturers	3
Technology Service Providers	3
E-Hail Providers	5
Interior Advertising Providers	1
Total Business Licenses	75

Commission Meetings and Rulemaking Actions

TLC's Board of Commissioners holds regular public meetings to receive testimony on proposed rules and other issues of concern to licensees. The Board may also vote on any proposed rules and pilot programs. In 2025, the Board of Commissioners approved twelve rule packages. In addition to other meetings of the Commission, below are the rulemaking actions taken by TLC in 2025.

2025 Rulemaking Actions

Date of Commission Vote	Subject	Status
January 29, 2025	<u>Wait Time Restrictions For FHV's</u>	Effective March 6, 2025
January 29, 2025	<u>Interior Advertising Providers</u>	Effective March 6, 2025
January 29, 2025	<u>Insurance Requirements</u>	Effective January 1, 2026
March 26, 2025	<u>Accessible E-Hail Program</u>	Effective May 2, 2025
March 26, 2025	<u>Taxi Improvement Fund Payments</u>	Effective May 2, 2025
March 26, 2025	<u>Covid-19 Livery Vehicles</u>	Effective April 15, 2025
April 30, 2025	<u>Vision Zero and Fitness Revocation Hearings</u>	Effective June 6, 2025
June 25, 2025	<u>Driver Pay</u>	Effective August 1, 2025
September 17, 2025	<u>Driver Pay Amendment</u>	Effective September 22, 2025
September 17, 2025	<u>Wheelchair Accessible Vehicle Conversion</u>	Effective October 25, 2025
September 17, 2025	<u>Personal Injury Insurance Coverage</u>	Effective March 1, 2026
September 17, 2025	<u>Cyclist Awareness Decals</u>	Effective October 25, 2025

Wait Time Restrictions for For-Hire Vehicles

TLC adopted rule amendments to facilitate the agency's long-term commitment to accessibility for all New Yorkers. The amendments encourage accessible vehicle dispatchers and their associated FHV bases to continue prioritizing and improving the quality of accessible vehicle service by requiring that dispatchers serve at least 90% of WAV requests in under 10 minutes.

Interior Advertising Providers

TLC adopted rules to implement Local Laws 33 and 56 of 2024, authorizing interior advertising in for-hire vehicles and requiring related advertising revenue compensation for drivers. TLC created a new Interior Advertising Provider license, which establishes the regulatory framework for interior advertising, including advertising revenue record requirements, driver-interior advertising provider contracts, and software and hardware functionality limits for the interior advertising systems.

Insurance Requirements

TLC amended its insurance rules to require more comprehensive reporting to TLC, including the mandatory submission of certain insurance policy information, such as Vehicle Identification Numbers and Certificates of Liability. TLC adopted rules to align with the New York State Vehicle and

Traffic Law and the regulations of New York State Department of Motor Vehicles and the New York State Department of Financial Services, by requiring insurers to be authorized to do business in New York by the Superintendent of Insurance. The amendments in this rule are intended to provide stronger insurance carrier requirements, the prompt payment of claims, and the tracking of required coverage.

Accessible E-Hail Program

TLC adopted rules to streamline how passengers request trips for Wheelchair Accessible Taxis and Wheelchair Accessible Street Hail Liveries (SHLs), commonly known as “Yellow” and “Green” taxis. Licensed E-Hail Application Providers already must provide a wheelchair accessible vehicle option on their apps. With the increase in Taxicab and SHL WAVs and the increase in E-Hail Application Providers that offer this WAV option to their customers, a separate vendor to operate the Accessible Dispatch program is no longer necessary. That program is scheduled to run through February 2026 and conclude shortly thereafter. While customers can already request a WAV from the E-Hail Application Provider of their choice, these rules ensure that customers can also request a WAV from the apps via a telephone call. The change from a single vendor charged with handling WAV dispatches to permitting WAV dispatches through individual apps is made possible by the rise in accessible vehicles on New York City streets.

Taxi Improvement Fund Payments

TLC adopted rules to change how the Taxi Improvement Fund is administered. TLC substantially increased the Hack-Up Payment to Medallion Owners in order to ease the burden of compliance with TLC’s adopted 2024 rule requiring that all taxicab hack-ups must be with Wheelchair Accessible Vehicles. Specifically, TLC is increasing the up-front grant payment for accessible vehicle Hack-up from \$14,000 to \$20,000, offset by decreasing the maintenance payments to owners, and changing the incentive payments to the drivers from a \$1 payment per trip, to a \$10 payment for certain accessible trips made via an E-Hail Application Provider.

Covid-19 Livery Vehicles

TLC adopted rules to implement the Covid-19 Livery Vehicle Recovery Act, by accepting applications for the renewal of For-Hire Vehicle Licenses that expired from roughly the beginning to the end of the COVID pandemic, that is, between March 7, 2020, and September 12, 2022, and which were affiliated with livery bases at the time of expiration. These new licenses may not transfer affiliation to a High-Volume For-Hire Service. Qualifying vehicle owners have the option to renew their expired For-Hire Vehicle License with the same license restrictions that applied at the time of expiration. For example, a vehicle license that was restricted to an electric vehicle may only renew as an electric vehicle, and a license restricted to a wheelchair accessible vehicle may only renew as a wheelchair accessible vehicle.

Vision Zero and Fitness Revocation Hearings

TLC adopted rules in support of Vision Zero initiatives to eliminate traffic crashes leading to death and serious injuries by increasing the penalties for stationary and non-hazardous moving violations, as well as to consider certain out-of-state convictions for fitness revocation hearings. TLC increased the penalty for these violations by imposing points and the completion of a remedial driver education course following multiple violations. This escalation is intended to act as a deterrent to repeat offenders and to promote the safety of passengers, pedestrians, bicyclists, and other motorists.

Driver Minimum Pay and Driver Minimum Pay Amendment

TLC adopted changes to its rules relating to per-trip driver pay for trips dispatched by high-volume for-hire services (HVs). These rules amend the minimum per-mile rate to account for increased driver expenses, change the way utilization rates are calculated and applied, limit the ability of the HV

companies to manipulate driver availability to achieve utilization rates that do not reflect actual driver working time, and expand TLC’s data reporting requirements so the agency can better monitor industry trends and enforce violations. The numerous pieces of this comprehensive proposal together strike a balance to ensure drivers are adequately paid for all their working time and expenses while granting both drivers and HV companies flexibility and predictability and avoiding restrictions on driver access to the HV platforms.

Wheelchair Accessible Vehicle Conversion

TLC amended its rules governing the ways in which a non-accessible vehicle can be converted to a Wheelchair Accessible Vehicle. These rules simplify and standardize the modification process by allowing for National Highway Traffic Safety Administration-approved vehicle modifiers to perform non-accessible conversions, in addition to NHTSA-approved vehicle manufacturers.

Personal Injury Insurance Coverage

TLC adopted rules to implement Local Law 90 of 2025 to reduce personal injury insurance coverage for TLC-licensed vehicles to amounts not exceeding 200% of the \$50,000 state-level minimum requirement. TLC adopted the maximum allowable 200% coverage amount for Taxis, For-Hire Vehicles, Luxury Limousines, and Street Hail Liveries, reducing the required coverage for personal injury protection from \$200,000 to \$100,000.

Cyclist Awareness Decals

TLC implemented Local Law 78 of 2025 to require that all taxicabs and for-hire vehicles add cyclist awareness decals inside the rear passenger doors, provided at no charge by the Commission.

Policies, Initiatives, and Agency Highlights

Increasing High-Volume Driver Pay and Adding Lockout Protections

In June 2025, the Commission voted to adopt rules that strengthen TLC’s first-in-the nation minimum pay policy for drivers on high-volume for-hire vehicle 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 overall earnings. The amended pay policy, based on an independent study commissioned by TLC that included an extensive driver survey, heeded the call of driver advocates by providing lockout protections along with a pay bump to ensure drivers’ income keep up with rising costs.

Green Rides Initiative Progress

In 2025, TLC saw steady progress toward the goals of the Green Rides Initiative, which requires high-volume FHV bases like Uber and Lyft to dispatch 100% of trips to electric or accessible vehicles by 2030. The industry exceeded the 2025 Green Rides benchmark, consistently dispatching more than 15% of trips to EVs or WAVs. Since March 2024, electric vehicle trips have surpassed 2 million per month on average, with a new record of 2.87 million reached in October 2025.

TLC continued to work closely with utility providers and the NYC Department of Transportation (NYC DOT) to ensure charging infrastructure is available to meet the growing needs of drivers. In October 2025, NYC DOT opened a new public fast-charging station at the White Plains Road

Municipal Parking Field in the Bronx which, like other NYC DOT-owned fast chargers, offers TLC-licensed drivers a 15% discount on charging. TLC also sent EV-related communications to drivers via text and email, providing resources to keep them informed of changes to EV incentives—including the repeal of federal tax credits for EV purchases—and new charging options throughout the city.

Medallion Relief Program and the Owner/Driver Resource Center

The Medallion Relief Program (MRP) provided much needed financial support to small business medallion owners with significant debt. MRP provided financial assistance to small-business medallion owners in the form of grants of \$20,000 or \$30,000. These grants reduce the principal balance of a loan and ensure a standard monthly payment and interest rate. Since the program was announced in March 2021, the City has provided over \$476 million in debt relief for the owners of over 2,300 medallions.

The Owner/Driver Resource Center (O/DRC) offers TLC licensees legal assistance, mediation, financial counselling referrals, public benefit assistance, and health and wellness programs with local hospitals. In 2025, the O/DRC offered 23 legal workshops in partnership with the New York Legal Assistance Group (NYLAG) and two workshops on health and financial resources. TLC-licensed drivers can contact the O/DRC in person at TLC's Long Island City office, over the phone, or via email.

Outreach Efforts

Throughout 2025, the Office of Community Affairs (OCA) served as a key point of contact for drivers, stakeholders, and intergovernmental partners, supporting agency operations through community engagement, responsive communication, and clear dissemination of TLC policies and regulatory updates.

OCA's outreach initiatives focused on expanding access to TLC services and enhancing the convenience of service for drivers through mobile office programs. In 2025, the Van Hailin' mobile outreach program served 2,351 drivers across 12 activations, bringing the total number of drivers served since inception of the program to 5,697. Alongside Van Hailin', OCA operationalized TLC Express, a shorter-duration mobile office program which assisted 153 drivers across 10 pop-up activations in its first year. Since 2023, these outreach initiatives have been supported by 216 partnerships with community-based organizations, elected officials, and other governmental agencies, expanding the agency's engagement across the five boroughs.

In addition to in-person outreach initiatives, OCA maintains regular communication with the TLC driver and stakeholder community to support awareness and understanding of agency policies and industry updates. In 2025, the unit managed 363 official communications, processed 3,033 incoming emails, and handled 27,768 pieces of correspondence. The unit also tracked 11,434 language access requests and 104 compliments, reflecting ongoing engagement with licensees and stakeholders.

TLC Factbook and Data Modernization

In 2025, TLC expended its online data dashboard, the TLC Factbook, to include new metrics and pages. The agency now reports the number of WAV requests completed in high-volume FHV's and allows visitors to track the performance of high-volume FHV bases in serving 90% of WAV requests in under 10 minutes. TLC plans to continue expanding and refining the Factbook to reflect new and amended rules and to ensure it remains a unique resource to policymakers and stakeholders across TLC-regulated industries. Last year, TLC also enhanced its capability to access, analyze and present

the agency’s data through improvements of data pipelines and data validations processes. In addition, planning is underway for an agency-wide initiative to further improve data quality and speed-up the timeline of trip data submission.

Vision Zero

As a Vision Zero agency, TLC is committed to creating a safer taxi and for-hire vehicle industry, advancing the goal of ending traffic deaths and reducing injuries citywide. In 2025, TLC launched the Vision Zero and Accessibility Remedial Course to strengthen public safety through a robust driver education effort. TLC developed this remedial course for drivers who repeatedly commit certain traffic violations, as well as specific accessibility-related violations. These traffic violations include blocking crosswalks, double-parking, and obstructing bike lanes. Accessibility-related violations include failure to secure passengers who use wheelchairs or neglecting to assist passengers with other disabilities. The Vision Zero and Accessibility Remedial Course reinforces safe driving practices on New York City streets, particularly streets with newer designs that include bike lanes, bus lanes, stop lines, and busways. The course emphasizes sharing the road safely and legally with pedestrians, cyclists, buses, and other motorists. TLC developed the curriculum in collaboration with the Vision Zero Task Force, including the Department of Transportation and NYPD.

Last October, TLC celebrated its safest drivers and bases at the 11th Vision Zero Safety Honor Roll Ceremony. TLC recognized 1,069 drivers who have gone five years without any serious crashes and have no traffic violations or violations of TLC’s safety rules, as well as the 20 safest bases.

TLC-licensed vehicles are now required to display a “LOOK for Cyclists” decal on all rear doors. The decals are placed on windows facing the inside of each rear passenger door, reminding passengers to look for cyclists before opening the door. Decals are available for free at TLC’s Woodside and Long Island City facilities, as well as at Van Hailin’ and TLC Express outreach events.

Accessible For-Hire Transportation

TLC continues to improve accessibility across the taxi and for-hire vehicle fleets. In 2025, TLC launched the Accessible Taxi Loan Assistance Service (ATLAS) pilot program in partnership with the Disability Opportunity Fund, Empire State Development, New York Taxi Workers Alliance, and Toyota. The \$8 million ATLAS program provides a \$30,000 grant upfront to eligible medallion owners to help secure a low-cost vehicle loan for the purchase of an accessible Toyota Sienna. Since the pilot program launched in June, twelve medallion owners have been approved and more are in the application pipeline.

The Taxi Improvement Fund (TIF) provides incentive payments to owners to offset the purchase and operation of a WAV. The fund also provides incentive payments to drivers of WAVs. The Commission adopted a new TIF grant structure that increases the “hack-up” grant to \$20,000 and offers \$2,500 per year over four years for a total of \$30,000. TIF is funded by a \$1 surcharge on all taxi rides and provides financial assistance to medallion owners to buy and maintain an accessible taxi. In 2025, TIF provided nearly \$48 million in payments to eligible drivers and vehicle owners.

**TIF Payments to Owners and Drivers
(All Payments Issued in 2025)**

Total Payment	Unique Paid	Type
\$4,016,154	3,828	Driver Payment
\$43,849,000	5,351	Owner Payment
\$47,865,154	9,179	All TIF Payments

Appendix: Complaint and Summons Data for Calendar Year 2025

The following is an appendix containing complaint and summons information required to be submitted by the New York City Charter.

Table 1: Top Ten Consumer Complaints, Calendar Year 2025

Complaint Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
For Hire Vehicle Complaint - Driver Complaint - Non Passenger - Unsafe Driving	1,205	1,253	1,261	1,124	1,395	1,220	1,085	1,115	1,298	1,800	1,232	1,131	15,119
Taxi Complaint - Driver Complaint - Non Passenger - Unsafe Driving - Non-Passenger	173	168	198	240	272	244	288	278	291	256	258	213	2,879
Taxi Complaint - Driver Complaint - Passenger - Fare/Tip Complaint	130	110	135	147	193	152	195	226	244	254	220	215	2,221
Lost Property - Electronics/Phones - Cell Phone	100	87	130	122	124	121	136	116	109	137	137	119	1,438
Taxi Complaint - Driver Complaint - Passenger - Fare/Tip Complaint - Credit Card	74	54	77	95	122	114	137	164	135	143	139	122	1,376
Lost Property - Bag/Wallet - Wallet	80	84	92	97	103	92	86	93	90	93	104	99	1,113
Taxi Complaint - Driver Complaint - Passenger - Unsafe Driving - Passenger	35	39	66	53	74	60	65	71	81	61	44	66	715
For Hire Vehicle Complaint - Driver Complaint - Passenger - Fare/Tip/Receipt	43	26	45	40	60	43	60	47	70	59	57	63	613
Lost Property - Bag/Wallet - Purse	52	49	38	41	34	26	27	42	41	62	79	92	583
Taxi Complaint - Driver Complaint - Passenger - Route Complaint	52	50	37	38	53	35	53	58	48	54	55	48	581
Total	1,944	1,920	2,079	1,997	2,430	2,107	2,132	2,210	2,407	2,919	2,325	2,168	26,638

Table 2: Outcomes of Consumer Complaints, Calendar Year 2025 (as of Jan. 6, 2026)

Month	Summonses issued	Actual Hearings (Including scheduled)	Settlements accepted (as stipulations and after summon issuance)	Defaults	Guilty Pleas	Guilty Pleas (Mail)
January	1,179	102	666	43	1	0
February	492	94	509	42	1	0
March	566	100	459	45	0	0
April	758	127	578	72	2	0
May	830	136	571	87	3	0
June	678	161	580	104	4	0
July	599	186	706	122	4	0
August	519	237	579	146	2	0
September	757	214	663	149	2	0
October	1,145	375	673	234	1	0
November	547	272	567	171	1	0
December	507	363	670	182	0	0
Total	8,577	2,367	7,221	1,397	21	0

Table 3: Enforcement Statistics, Calendar Year 2025**Manhattan Precincts**

RULE NUMBER	1	5	6	7	9	10	13	14	17	18	19
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	587	59	32	23	23	10	63	478	1,648	414	73
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	235	4	111	19	1	0	66	4	65	240	38
19-506(b)(1) Operating Unlicensed Driver	24	30	2	0	0	2	3	88	49	121	0
59a-27(e) Daily Personal Inspection by Owner	78	16	18	10	5	1	21	59	144	44	10
80-24(a)(2) Required Items in For-Hire Vehicle	47	4	12	2	0	0	9	13	203	62	5
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	19	10	15	3	5	1	7	43	368	140	7
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	294	13	1	1	2	0	51	44	61	103	2
80-20(a)(1) Refusing Passengers	9	0	0	0	0	0	0	240	370	15	1
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	3	0	0	0	0	0	0	18	19	22	0
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	10	3	2	2	1	1	4	28	122	17	5
Total	1,306	139	193	60	37	15	224	1,015	3,049	1,178	141

Manhattan Precincts Cont.

RULE NUMBER	20	22	23	24	25	26	28	30	32	33	34
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	221	2	40	32	39	4	4	2	1	31	7
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	108	1	8	7	2	15	2	2	0	8	0
19-506(b)(1) Operating Unlicensed Driver	0	0	0	0	13	7	2	1	3	11	2
59a-27(e) Daily Personal Inspection by Owner	49	0	10	12	135	6	5	1	1	29	6
80-24(a)(2) Required Items in For-Hire Vehicle	14	0	2	8	86	1	3	2	1	15	4
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	35	0	12	11	0	1	0	0	0	9	2
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	6	0	25	4	0	0	1	0	0	1	0
80-20(a)(1) Refusing Passengers	0	0	0	0	1	0	0	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	0	0	0	0	6	0	5	4	6	13	18
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	16	0	6	3	5	0	0	1	0	1	2
Total	449	3	103	77	287	34	22	13	12	118	41

Bronx Precincts

RULE NUMBER	40	41	42	43	44	45	46	47	48	49	50	52
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	63	0	1	6	19	67	2	1	0	4	6	7
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	3	0	1	6	2	8	0	0	0	5	0	35
19-506(b)(1) Operating Unlicensed Driver	66	0	1	13	42	24	2	20	2	5	2	2
59a-27(e) Daily Personal Inspection by Owner	28	0	0	13	18	126	2	3	0	4	11	23
80-24(a)(2) Required Items in For-Hire Vehicle	11	0	1	1	11	179	1	0	0	7	5	15
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	7	0	0	0	3	0	0	0	1	0	1	2
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	0	0	0	1	19	1	0	0	0	0	0	0
80-20(a)(1) Refusing Passengers	0	0	0	0	2	0	0	0	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	46	0	2	3	20	11	1	0	0	5	3	4
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	9	0	0	1	2	20	0	0	0	1	0	1
Total	233	0	6	44	138	436	8	24	3	31	28	89

Brooklyn Precincts

RULE NUMBER	60	61	62	63	66	67	68	69	70	71	72	73	75
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	9	8	4	0	0	0	28	1	0	0	12	0	0
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	4	6	0	0	0	0	2	0	0	0	21	0	2
19-506(b)(1) Operating Unlicensed Driver	58	0	0	30	2	5	4	0	16	6	17	0	10
59a-27(e) Daily Personal Inspection by Owner	5	15	2	1	0	0	4	0	0	0	13	0	0
80-24(a)(2) Required Items in For-Hire Vehicle	5	4	0	0	0	0	4	0	0	0	1	0	2
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	1	0	1	0	0	0	3	0	0	0	1	0	0
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	1	2	5	0	0	0	2	0	0	0	3	0	0
80-20(a)(1) Refusing Passengers	0	0	0	0	0	0	0	0	0	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	2	0	0	0	0	0	0	0	0	0	1	0	0
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	1	0	0	0	0	0	1	0	0	0	3	0	0
Total	86	35	12	31	2	5	48	1	16	6	72	0	14

Brooklyn Precincts Cont.

RULE NUMBER	76	77	78	79	81	83	84	88	90	94
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	14	0	0	0	0	5	37	1	249	80
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	4	0	0	0	0	30	180	1	145	342
19-506(b)(1) Operating Unlicensed Driver	352	4	0	4	2	14	1	0	5	4
59a-27(e) Daily Personal Inspection by Owner	48	1	1	0	0	3	14	0	118	69
80-24(a)(2) Required Items in For-Hire Vehicle	119	0	0	0	0	9	52	0	30	17
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	0	0	0	0	0	1	1	0	25	21
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	0	0	0	0	0	0	2	0	3	2
80-20(a)(1) Refusing Passengers	16	0	0	0	0	0	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	38	0	0	0	0	1	0	0	0	1
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	5	0	0	0	0	2	4	1	13	11
Total	596	5	1	4	2	65	291	3	588	547

Queens Precincts

RULE NUMBER	100	101	102	103	104	105	106	107	108	109
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	0	2	10	5	5	6	90	16	527	80
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	1	2	13	12	7	21	641	12	228	17
19-506(b)(1) Operating Unlicensed Driver	0	19	2	164	2	25	17	14	13	30
59a-27(e) Daily Personal Inspection by Owner	1	1	3	2	5	3	70	5	141	26
80-24(a)(2) Required Items in For-Hire Vehicle	1	5	2	2	1	0	17	2	58	7
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	0	3	0	3	7	0	10	1	234	6
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	0	0	1	1	0	0	4	1	8	20
80-20(a)(1) Refusing Passengers	0	0	0	0	0	0	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	0	0	0	1	0	0	1	0	2	0
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	0	0	2	2	0	3	11	4	18	6
Total	3	32	33	192	27	58	861	55	1,229	192

Queens Precincts Cont.

RULE NUMBER	110	111	112	113	114	115	JFK	LGA
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	149	0	69	12	63	442	484	175
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	138	0	59	51	69	1,378	1	0
19-506(b)(1) Operating Unlicensed Driver	112	0	7	75	2	52	1,687	379
59a-27(e) Daily Personal Inspection by Owner	55	0	13	4	27	285	177	53
80-24(a)(2) Required Items in For-Hire Vehicle	182	2	2	3	2	72	229	100
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	2	0	3	0	5	55	0	0
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	63	0	7	0	3	93	0	0
80-20(a)(1) Refusing Passengers	2	0	0	0	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	23	0	2	1	0	5	153	53
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	4	0	1	1	10	33	37	14
Total	730	2	163	147	181	2,415	2,768	774

Staten Island Precincts

RULE NUMBER	120	121	122	123
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	14	0	6	0
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	0	0	0	0
19-506(b)(1) Operating Unlicensed Driver	4	0	1	0
59a-27(e) Daily Personal Inspection by Owner	18	0	8	0
80-24(a)(2) Required Items in For-Hire Vehicle	27	0	12	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	0	0	0	0
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	0	0	0	0
80-20(a)(1) Refusing Passengers	0	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	0	0	0	0
80-14(g)(1) Use of Electronic Comm Device or Approved Tablet	3	0	1	0
Total	66	0	28	0