

Street Hail Livery (SHL) Pilot Program Final Report

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Evaluates the pilot and makes recommendation for future of SHL permits

- Make the SHL Pilot permanent for drivers who participated and allow licenses issued under the pilot to expire when:
 - The vehicle is no longer affiliated with a base **OR**
 - The vehicle owner fails to renew the license.
- Agency staff working on a rulemaking for consideration by the Commission

Refresh on pilot background

- Introduced in May 2023
- Streamlined hack-up requirements (e.g., no roof lights or taximeter)
- Focused on providing pre-arranged trips in the outer boroughs
- Only EVs, WAVs, and hybrid vehicles eligible

Evaluation approach

- Analyzed driver demand for Pilot SHL permits as well as passenger demand for trips in pilot vehicles
- Considers the impact of the new permits on the safety and composition of the for-hire vehicle fleet

Key finding: significant drop in driver demand for permits

- At peak, **915 drivers** affiliated with a **base** willing to provide trips subject to the pilot restrictions
- As of June, **only 563 permits** are **currently in use**
- **Attrition rate is 5x higher** than the rate seen among typical FHV licenses issued over the same period

Key finding: permits in use are affiliated with larger bases and perform more trips

- Those ~560 permits are **affiliated with larger, more established non-high-volume bases**
 - Difficult for Pilot SHL drivers affiliated with smaller FHV bases to remain profitable
- Permit **vehicles do perform more trips**: 900 trips on average in 2024 vs. 500 for all other vehicles dispatched by non-high-volume FHV bases

Recommendation: make the pilot permanent for drivers with active permits

- Fewer Pilot SHL permits active today, but clearly useful to some drivers and bases
- TLC can ensure Pilot SHLs can continue to play a role in meeting demand for service from non-high-volume FHV bases

Any questions?