



**Annual Report**

# **Van Hailin'**

**2025**

# Executive Letter

## Annual Report 2025

Dear TLC licensees, colleagues, and partners,

The New York City Taxi and Limousine Commission’s (TLC) Van Hailin’ is an outreach initiative which brings TLC mobile office services to drivers in the communities they live and work—saving a trip to our Long Island City facility. Since inception, TLC mobile office initiatives have served a total of 5,827 drivers and have collaborated with community-based organizations, elected officials, and driver groups across the five boroughs.

**Van Hailin’** remains steadfast in its mission to bring convenience and ease to NYC’s driver community—delivering 2,573 services to 2,328 drivers in 2025. More than a monthly event, Van Hailin’ has built recognition and credibility among the driver community as an accessible point of contact with the agency, involving the participation of 10 different TLC departments—from Licensing and Prosecution to the Uniformed Services Bureau and Information Technology. I would like to thank the incredible TLC staff across participating units and our external partners who help make these events possible.

Alongside Van Hailin’, TLC’s Community Affairs also implements **TLC Express**, an iteration of the agency’s mobile office that delivers services across a shorter duration, through which drivers can ask questions and quickly resolve issues. Launched in March of 2025, the program has served 153 drivers across 10 different communities. Together, these mobile initiatives are designed around one goal: making TLC services easier to access in the neighborhoods drivers already live and work. Most importantly, I’d like to thank all the drivers who continue to come out and engage with us—your participation and feedback shape how we improve and where we go next.

As I transition from TLC to serve in a new role within New York City government, I do so proud of what we’ve built together and grateful for the opportunity to serve the driver community alongside dedicated colleagues and partners.

With appreciation,



**Audra Palacio**

Assistant Commissioner, Office of Community Affairs and Inclusion  
NYC Taxi and Limousine Commission



Ph: Joanna Graham for TLC

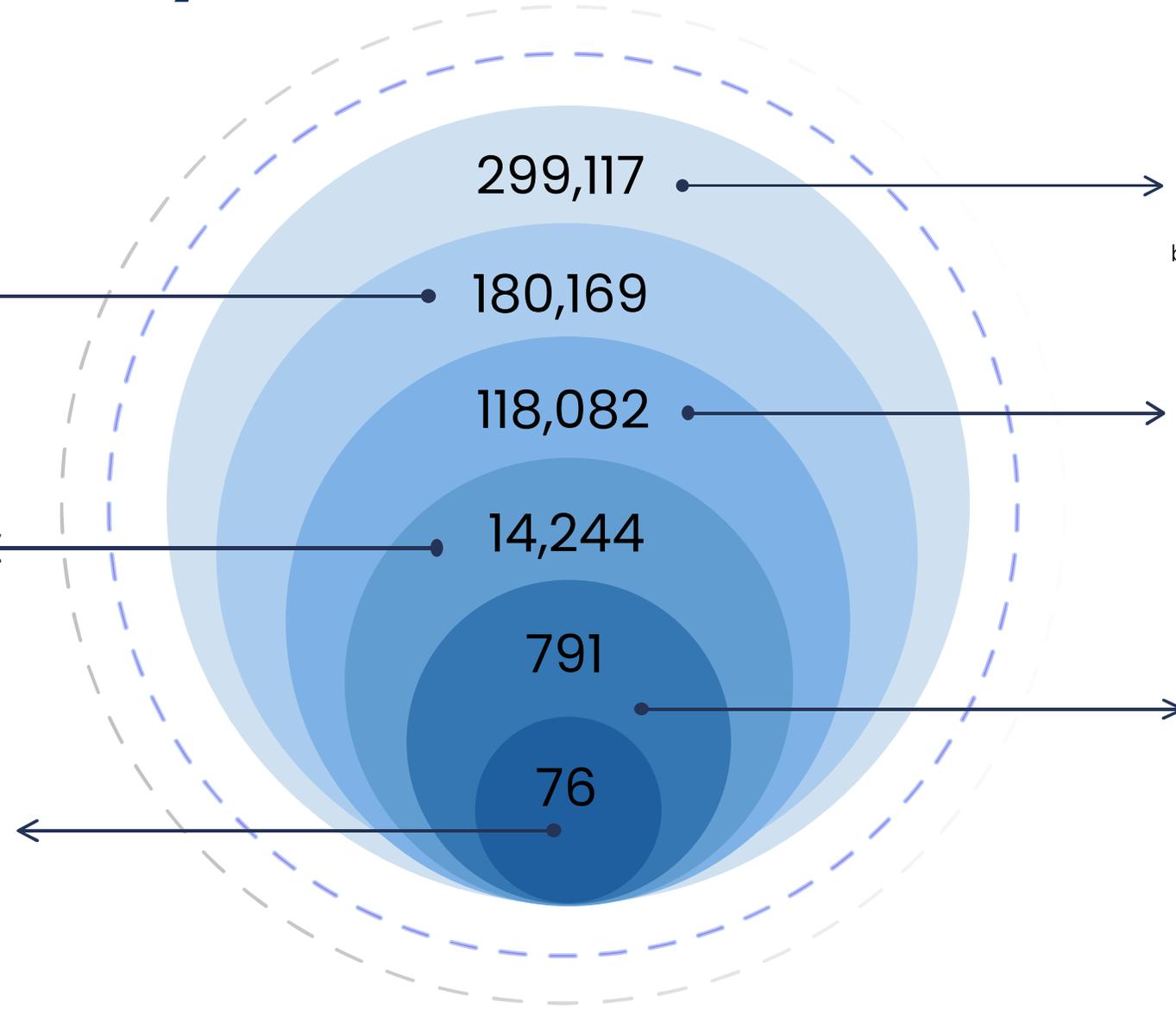
# TLC Community

As of December 31, 2025.

**Drivers**  
Licensed drivers includes **179,670** taxi and for-hire vehicle drivers, **431** paratransit drivers, and **68** commuter van drivers.

**Taxis**  
Taxis include **13,589** yellow taxis, **652** street-hail liveries (or green taxis), and **3** stand-by taxis.

**Businesses**  
Other licensed businesses include **36** medallion agents, **17** taxicab brokers, **10** taxicab meter shops, **5** E-Hail providers, **3** taxicab meter manufacturers, **3** technology service providers, and **1** interior advertising provider.



**All Licensees**  
Entities licensed by TLC include drivers, vehicles, bases, and other businesses.

**Vehicles**  
Licensed vehicles include **82,225** high-volume for-hire vehicles, **21,486** for-hire vehicles, **14,244** taxis, **71** paratransit vehicles, and **56** commuter vans.

**Bases**  
Bases include **485** black car bases, **184** livery bases, and **81** luxury limousine bases.

**2025**

# TLC Rules

A full list of rules and pilot programs passed by TLC can be viewed online at [TLC Rules](#).

## TLC Rule Changes in 2025

Community Affairs is tasked with the clear dissemination of TLC policies and regulatory updates to the licensee community.

Here were some of the key TLC developments in 2025 that informed the unit's engagement strategy and how initiatives like Van Hailin' and TLC Express were planned.



## TLC Insurance Requirements Adopted 1/29

New personal injury insurance coverage requirements for TLC-licensed vehicles.

## COVID-19 Livery Vehicle Recovery Act Adopted 3/26

Rules related to recovery of livery license plates lost during COVID-19, including reissuance procedures.

# TLC Rules

A full list of rules and pilot programs passed by TLC can be viewed online at [TLC Rules](#).



## **TIF Payment Rules** **Adopted 3/26**

TLC made changes to Taxi Improvement Fund (TIF) payments (WAV operational and hack-up payments).

## **Driver Pay Rules (High-Volume FHV)** **Adopted 6/25; in effect 8/1**

TLC updated minimum payment standards for high-volume for-hire vehicle (i.e., Lyft/Uber) drivers and reforms were made to how utilization and "lockouts" are handled.

## **Vision Zero Cyclist Awareness Decal** **Adopted 9/17; mandatory 10/25**

Rules were adopted mandating licensed taxis and for-hire vehicles to display a "Look for Cyclists" decal.

# Van Hailin'

Attendance includes TLC licensees served in communities across 12 activations in 2025.

## Drivers Served

2025

2,328

## Licensees Assisted



2,573

## Services Provided

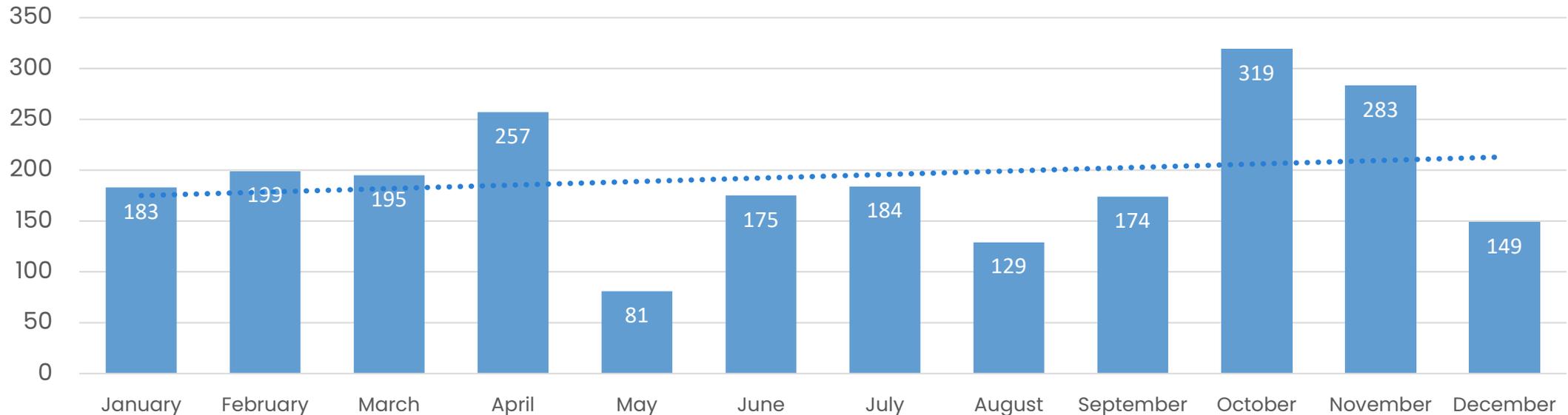


\*Out of a total of 2,328 recorded attendees for full year 2025, there were requests by some attendees for more than one (1) service.

# Drivers Served By Month

In 2025, Van Hailin' served drivers in Brooklyn and the Bronx three times each, and Manhattan, Queens, and Staten Island each twice.

### Count of Drivers Served



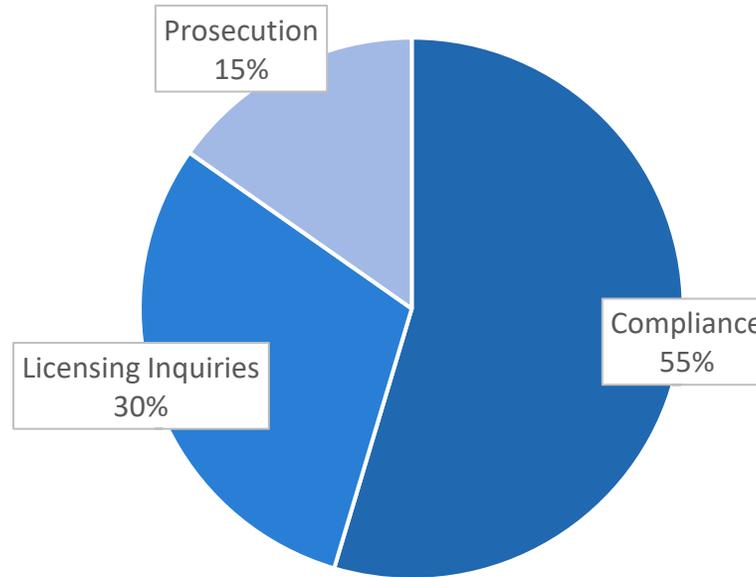
### A 190 Average & Spikes in October and November

Monthly attendance in 2025 remained stable in the first three quarters with most events clustering in the 150-200 range (with an average of 190). A low in May marked one of two Staten Island events with two notable spikes in driver attendance occurring in October (Manhattan) and November (The Bronx). These two events coincided with a new TLC rule that mandated drivers to display a Vision Zero cyclist awareness decal on their vehicles. This caused an increase in demand for service at Van Hailin', where TLC staff answered questions about the new requirements and provided decals to drivers free-of-charge.

# Drivers Served By Request

Compliance, Licencing Inquiries, and Prosecution continue to make up the three primary categories of TLC service offered at Van Hailin'.

Share of Requests



## Steady Distribution of Service

In 2025, the majority of Van Hailin' requests fell under Compliance (55%), a Licensing department function that supports drivers' ability to complete required annual drug testing. This is a continuing trend from prior years. Closely following Compliance were all other Licencing Inquiries (30%) which made up the next largest share, followed by requests for the Prosecution department (15%). The consistent mix of requests shows Van Hailin' troubleshooting high-volume requests related to a TLC driver or vehicle license while serving as a reliable touchpoint for drivers seeking guidance on adjudication-related issues.

# Van Hailin' Media

In Partnership with NYC Council Member Jennifer Gutierrez & Grand Street Settlement

## Across the Boroughs Brooklyn June 2025



**In Focus:** Grand Street Settlement hosted us at their Williamsburg Community Center location.



**In Focus:** After intake, drivers take a seat while they wait for their numbers to be called.

**In Focus:** Drivers line up early for intake with TLC before completing available services on site. An additional 18 more intergovernmental and NGO partners participated to share resources with drivers.

# Van Hailin' Media

In Partnership with NYC Council Member Jennifer Gutierrez & Grand Street Settlement



## Across the Boroughs Brooklyn June 2025

**In Focus:** TLC Licensing Specialists MaryAlice Griggs and Saul Valdez help drivers troubleshoot issues related to their driver or vehicle license.



**In Focus:** TLC Prosecuting Attorney Frances Claudio and Cashier Nakia Brown assist drivers with settlements to get back on the road.



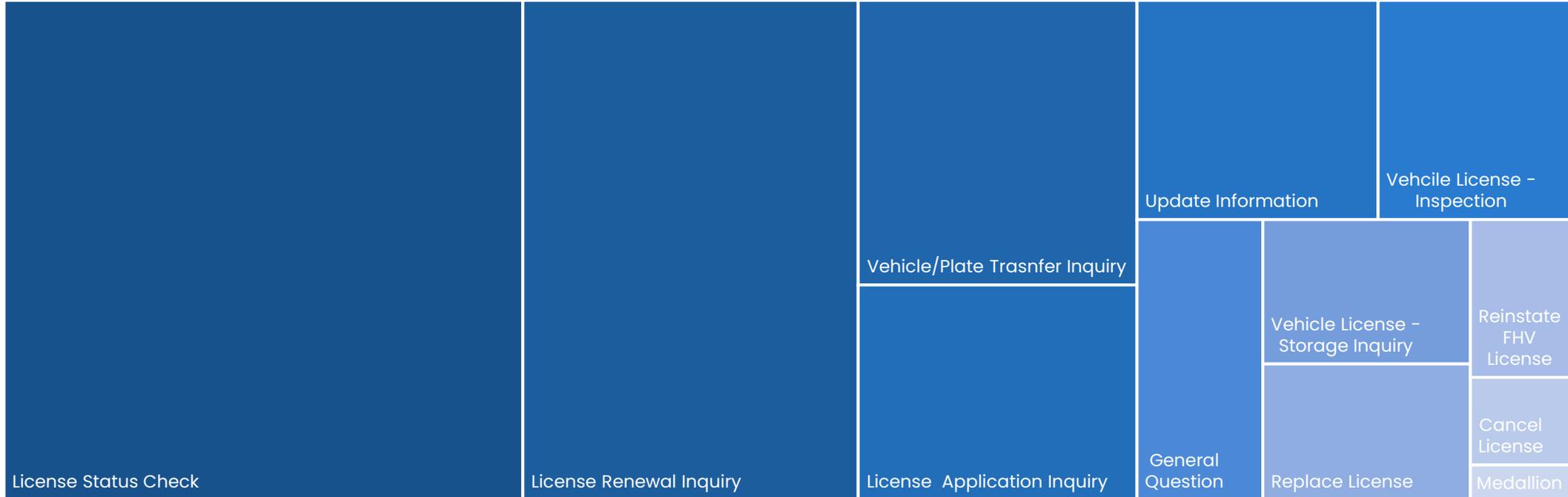
**In Focus:** NYC Council Member Jennifer Gutierrez and TLC Commissioner David Do meet Tracy Boyland and team from NYC Parks and Recreation.



# Service Licensing Inquiries

TLC's Licensing department received the below requests for service from drivers at Van Hailin'.

## Licensing Services Requested



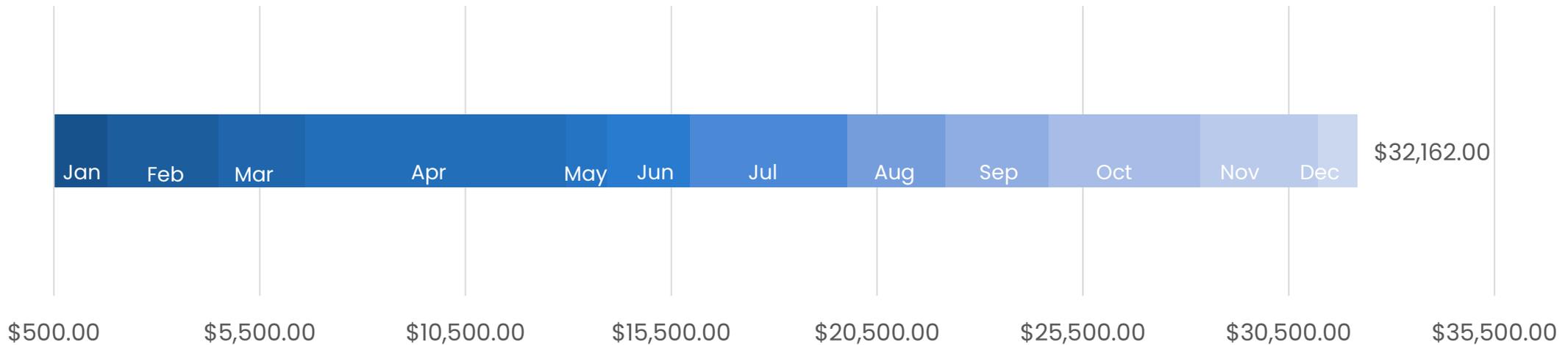
### Top Inquiries: Renewals, Status Checks, and Transfers

Licensing Inquiries, which accounted for 30% of all Van Hailin' requests, addressed a range of driver needs. These services were led by license status checks and renewal inquiries, with additional demand for vehicle/plate transfers and application support. Van Hailin' events continue to include dedicated licensing specialists who help drivers troubleshoot issues on site. In 2025, the program also notably expanded on Licensing-related services, adding license replacements, assuming a growing share of requests.

# Service Prosecution & Finance

TLC's Prosecution departments received the below requests for service from drivers at Van Hailin'.

## Settlements Offered



VAN HAILIN'

### Drivers Use Van Hailin' to Resolve Tickets On-Site

In 2025, Van Hailin' prosecution services supported drivers in resolving tickets and summonses through on-site settlements, allowing an opportunity for cases to be addressed without an in-person OATH hearing. Demand concentrated at a few high-volume events, with the largest shares of settlement assistance occurring in April (South Bronx, nearly 20% of the annual total), July (East Williamsburg, nearly 12%) and October (Lower East Side, just over 11%). These peaks may suggest these locations were particularly accessible for drivers seeking to resolve enforcement matters efficiently.

**Van  
Hailin'**

**2025**

# Van Hailin' Media

## Across the Boroughs The Bronx July 2025

In Partnership with Fordham University &  
Bronx Borough President Vanessa L. Gibson



**In Focus:** The Van Hailin' zero-emissions cargo van is parked outside of Fordham University's McShane Hall from which staff directs drivers into the venue.

**In Focus:** TLC Policy Analysts Benzel McClellan and Camiele Burns manage the queue and direct drivers to their requested service.



**In Focus** TLC Cashier Nakia Brown and Prosecuting Attorney Frances Claudio handle driver cases in the Bronx.

# Van Hailin' Media

In Partnership with Fordham University &  
Bronx Borough President Vanessa L. Gibson

## Across the Boroughs The Bronx July 2025

**In Focus:** A total of 18 additional resource partners—from MTA to Port Authority and DOF's Parking Summons Advocacy office—participated in the initiative.



**In Focus:** Drivers join a queue to share the purpose of their visit with the TLC team conducting intake at Fordham University's McShane Student Center.



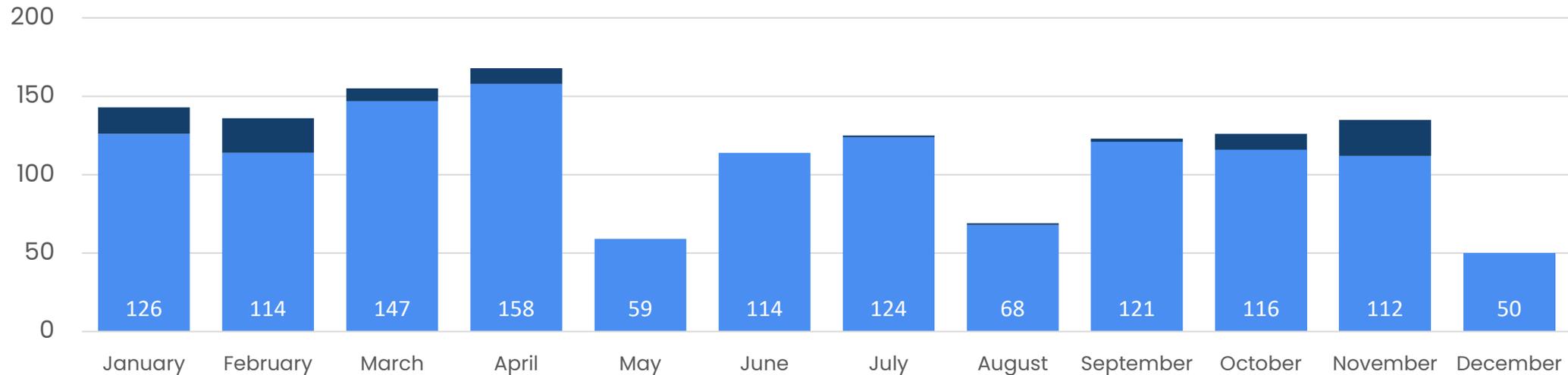
**In Focus:** TLC Policy Analyst Benzel McClellan helps a driver troubleshoot an issue at Van Hailin'.



# Service Compliance

In 2025, drivers completed LabCorp drug testing on site after a remote eligibility review conducted by TLC's Licensing department.

## Drug Test Eligibility\*



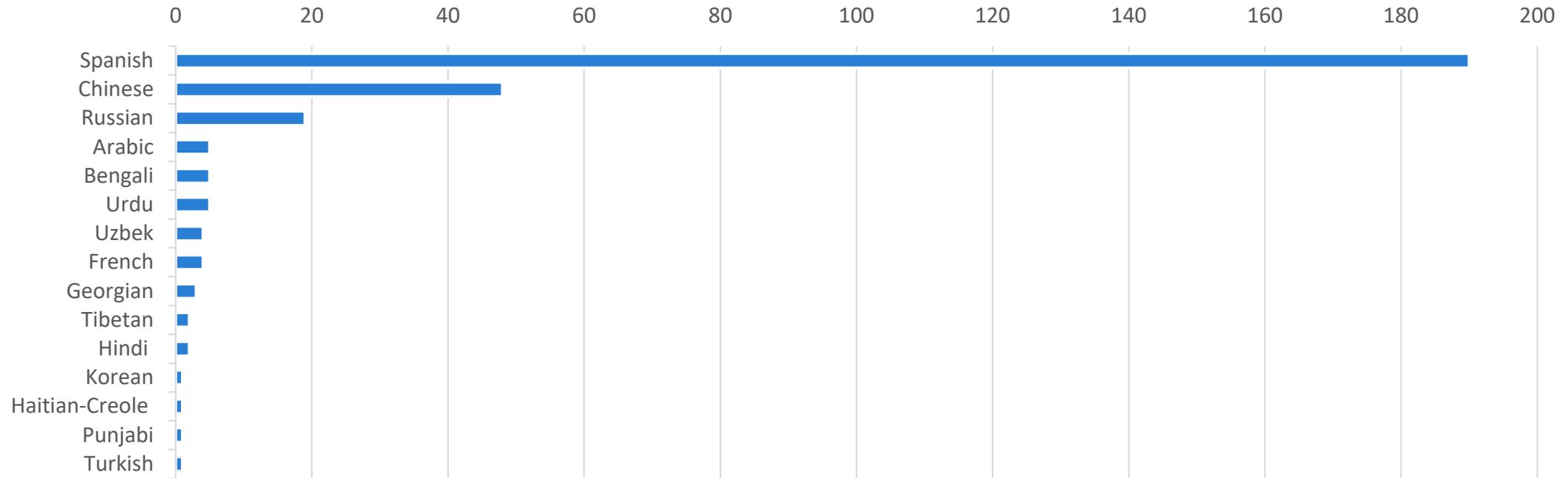
### Early-Year Demand and a New Remote Eligibility Model

Drug testing remained Van Hailin's most requested service in 2025. This year, drug test eligibility verification moved to a remote model, with Licensing staff confirming driver compliance while liaising with Community Affairs on-site to keep the process moving efficiently. Eligible drivers continue to complete their drug test with TLC's vendor LabCorp, which collects a \$34 money order directly from the driver for their service. Drivers who wish to skip the queue can request a drug test letter which allows them to promptly complete the process as a walk-in to a participating LabCorp site. Demand for this service was notably highest from January to April, a pattern that will be important to monitor going forward.

# Service Language Access

Agency language services are managed by Community Affairs and continue to offer a vital resource at Van Hailin' events.

### Volume of Language Requests



### Spanish Leads; Continued Demand for Chinese and Russian

Language Access requests in 2025 continued to reflect the diversity of TLC licensees. Spanish again accounted for the agency's largest share of language support needs while Russian and Chinese remain steady as recurring languages across Van Hailin' events. At the same time, distribution shows emerging demand for languages such as Uzbek and Georgian, highlighting the importance of maintaining flexible and on-demand interpretation resources to meet shifting needs in the field.

# Drivers Served By Neighborhood

**Distribution of Van Hailin'**



**Van  
Hailin'**

## **Community-Based Activations**

### **Expand Citywide Access to TLC**

In 2025, Van Hailin' activations were planned to maximize the mobile office's reach in the communities that drivers live and work, utilizing data from driver residency, trip activity, and previous Van Hailin' outcomes. Driver attendance surpassed 200 in communities like Morrisania and Crotona Park East and hit 199 in Washington Heights—suggesting drivers are taking advantage of activations in and near the Bronx where driver residency is noteworthy. Attendance surpassed 300 in Manhattan's Lower East Side. This count can be attributed to mandated cyclist awareness decals offered on site, and the community's high volume of trip activity.

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# Van Hailin' Timeline & Partnerships

TLC partnered with community-based organizations and elected officials to bring Van Hailin' into their districts and neighborhoods.

**January**  
**Downtown**  
**Brooklyn**



**Antonio Reynoso**  
Brooklyn Borough  
President



**February**  
**Washington**  
**Heights**



**Adriano Espaillat**  
U.S. Representative  
(NY-13)



**Manny De Los Santos**  
State Assembly Member  
(AD-72)



**March**  
**Woodhaven**



**Carmen De La Rosa**  
City Council Member  
(CD-10)



**Joseph P. Addabbo Jr.**  
State Senator  
(SD-15)

# Van Hailin' Timeline & Partnerships

TLC partnered with community-based organizations and elected officials to bring TLC Express into their districts and neighborhoods.

**April**  
**Morrisania**



**Vanessa L. Gibson**  
Bronx Borough  
President

**May**  
**Staten Island**



**TLC**  
Staten Island Facility

**June**  
**East  
Williamsburg**



**Jennifer Gutierrez**  
City Council Member  
(CD-34)  
&  
**Grand Street Settlement**

**July**  
**University  
Heights**



**Fordham University**  
&  
**Vanessa L. Gibson**  
Bronx Borough  
President

**August**  
**Corona**



**Catalina Cruz**  
State Assembly Member  
(AD-43)

# Van Hailin' Timeline & Partnerships

TLC partnered with community-based organizations and elected officials to bring TLC Express into their districts and neighborhoods.

**September**  
**Starrett City**



**Roxanne J. Persaud**  
State Senator  
(SD-31)

**October**  
**Manhattan**



**Henry Street Settlement**

**November**  
**Crotona Park East**



**Luis R. Sepulveda**  
State Senator  
(SD-32)  
&  
**Commonpoint**

**December**  
**Staten Island**

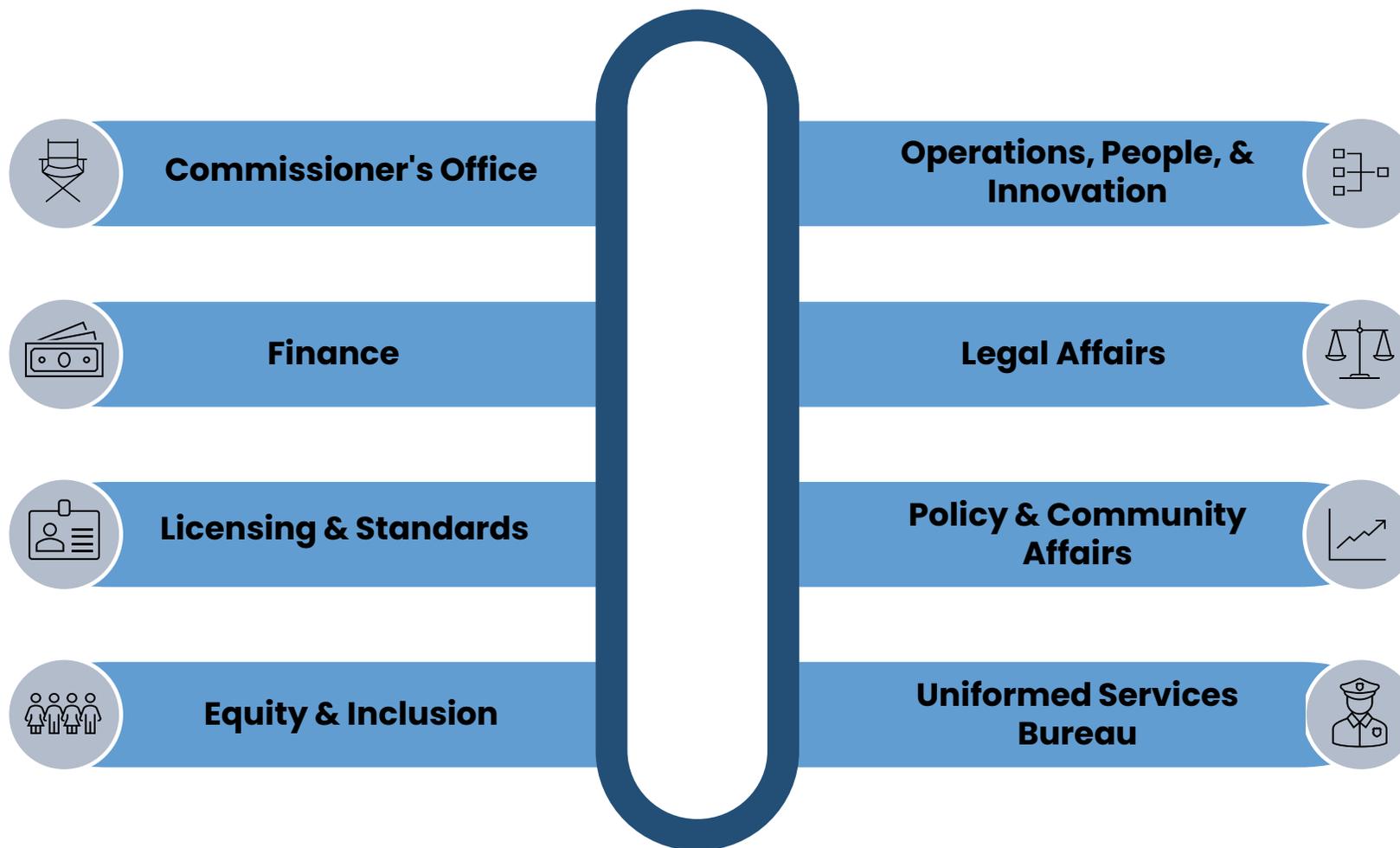


**TLC**  
Staten Island Facility

# Agency Representation On Site

A multitude of staff from across the agency make TLC's mobile outreach initiative Van Hailin' possible.

## TLC Departments Represented at Van Hailin'



# Van Hailin' Factsheet



\*Some drivers receive more than one service.

As of December 31, 2025.

## Drivers Served

**5,674**

Since Inception

## Services Provided

**6,169**

Since Inception

## Reach

**34**

Communities

Bronx: 8  
Brooklyn: 7  
Manhattan: 6  
Queens: 7  
Staten Island: 6

## Partnerships

**216**

Agencies, CBOs, and  
Elected Officials.

# TLC Express

Attendance includes TLC licensees served in communities across 10 activations in 2025.

## Drivers Served

2025

153

Licensees Assisted



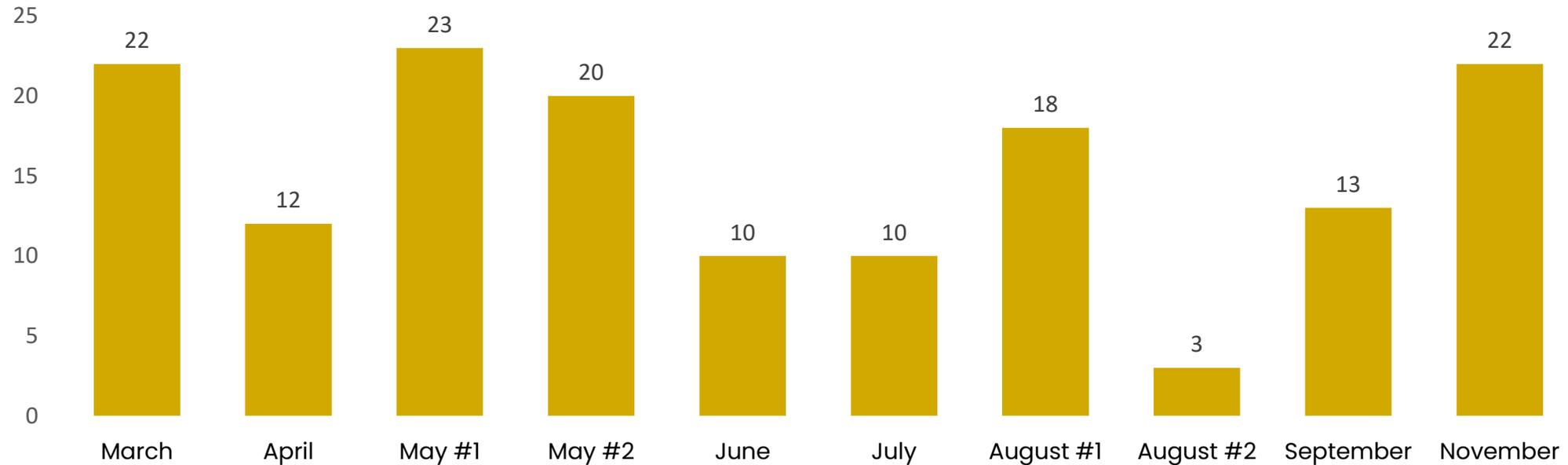
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Neighborhoods



# Drivers Served By Month

**Drivers Assisted Per Activation**



## Driver-Resident Hubs Lead, High Trip Areas Follow

TLC Express served a total of 153 drivers across 10 activations in 2025. The highest attendance was recorded in May in Fordham Heights (23 drivers) followed by March in Morris Park and November in Jamaica (22 drivers each). Turnout was highest in boroughs and communities with high concentrations of driver residency. However, attendance in communities with elevated trip activity was also substantial, including in Upper Manhattan (13 drivers), the East Village (12 drivers), and Crown Heights (10 drivers each).

# TLC Express Media

In Partnership with NYC  
Council Member Pierina Sanchez



## Across the Boroughs The Bronx September 2025

**In Focus:** Commissioner David Do and City Council Member Pierina Sanchez assist a driver with an inquiry.



**In Focus:** TLC Community Affairs staff process drivers and resolve their inquiries at TLC Express.



**In Focus:** TLC Senior Outreach Specialist David Renz helps a driver troubleshoot an issue related to a TLC license.



2025

# TLC Express Media

In Partnership with NYC  
Council Member Pierina Sanchez



## Across the Boroughs The Bronx September 2025



**In Focus:** TLC Language Access Coordinator Jin Moon helps a Spanish-speaking driver ask Commissioner David Do a question.

**In Focus:** TLC licensees line up for assistance in Fordham Heights.



**In Focus:** TLC Policy Analyst Camiele Burns assists a driver.

2025

# TLC Express Timeline & Partnerships

TLC partnered with community-based organizations and elected officials to bring TLC Express into their districts and neighborhoods.

**March**  
**Morris Park**



**Kristy Marmorato**  
City Council Member  
(CD-13)

**April**  
**East Village**



**Harvey Epstein**  
State Assembly Member  
(AD-74)

**May**  
**Fordham Heights**

*Office of Council Member*  
**PIERINA SANCHEZ**  
NYC Council District 14



**Pierina Sanchez**  
City Council Member  
(CD-14)

**May**  
**North Corona**



**Larinda C. Hooks**  
State Assembly Member  
(AD-35)

**June**  
**Manhattan Beach**



**CUNY Kingsborough**  
Community College

# TLC Express Timeline & Partnerships

TLC partnered with community-based organizations and elected officials to bring TLC Express into their districts and neighborhoods.

**July**  
**Crown Heights**



**Brian Cunningham**  
State Assembly Member  
(AD-43)

**August**  
**Forest Hills**



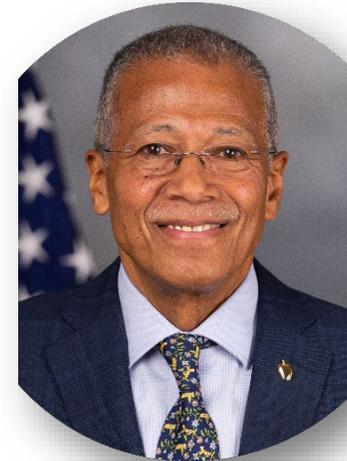
**TLC**  
Pop-Up

**August**  
**Lower East Side**



**Henry Street Settlement**

**September**  
**Inwood**



**Robert Jackson**  
State Senator  
(SD-31)

**November**  
**Jamaica**



**James F. Gennaro**  
City Council Member  
(CD-24)

# Drivers Served By Neighborhood

Distribution of TLC Express



TLC  
Express

## From Fordham Heights to Jamaica

TLC Express activations were planned to reach drivers where they live and work, using driver residency and trip data. District partners supported these efforts. Distribution shows TLC Express serving drivers across four boroughs—from Fordham Heights to Jamaica. An activation in the East Village offered TLC service in a neighborhood with high-volume of pick-ups and drop-offs, while Manhattan Beach offered access to TLC in South Brooklyn which hosts a large concentration of driver residents.

2025

# Office of Community Affairs Contact



## General Information

T: (212) 676-1075

E: [communityaffairs@tlc.nyc.gov](mailto:communityaffairs@tlc.nyc.gov)

## Operations

Camiele Burns

E: [burnscam@tlc.nyc.gov](mailto:burnscam@tlc.nyc.gov)

## Partnerships

Taylor Freeman

E: [freemanta@tlc.nyc.gov](mailto:freemanta@tlc.nyc.gov)

# Office of Community Affairs Contact



**James DiGiovanni**  
Deputy Commissioner  
for Policy and Community Affairs



**Audra Palacio**  
Assistant Commissioner  
for Community Affairs  
and Inclusion



**Benzel McClellan**  
Policy Analyst



**Camiele Burns**  
Policy Analyst



**David Renz**  
Senior Outreach  
Specialist



**Jin Moon**  
Language Access  
Coordinator



**Taylor Freeman**  
Media and Outreach  
Specialist

# Partners

VAN HALLIN'



**Thank You**