



**New York City Council**  
 Hon. Adrienne Adams, Speaker of the Council  
 Majority Whip Selvena Brooks-Powers, Chair,  
 Committee on Transportation and Infrastructure

**Report on the Fiscal 2026 Preliminary Plan and  
 the Fiscal 2025 Preliminary Mayor's Management Report (PMMR) for  
 the Taxi and Limousine Commission**

Tanisha S. Edwards, Chief Financial Officer and Deputy Chief of Staff  
 Richard Lee, Director  
 Jonathan Rosenberg, Managing Deputy Director  
 Chima Obichere, Deputy Director  
 Eisha Wright, Deputy Director  
 Paul Scimone, Deputy Director  
 Elizabeth Hoffman, Assistant Director

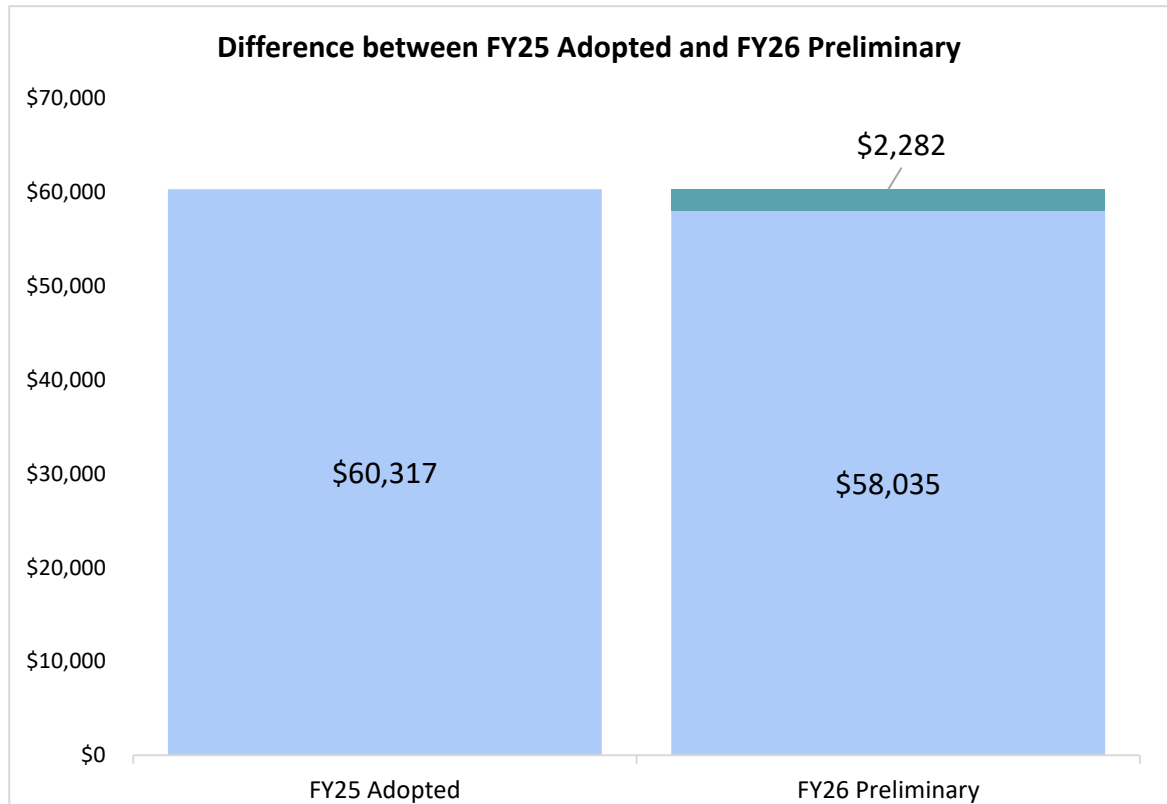
Prepared By: Adrian Drepaul, Senior Financial Analyst  
 Julia K. Haramis, Unit Head

**Fiscal 2026 Preliminary Plan**

FY25	FY26
No change since Adopt.	No change since Adopt.
No change since Nov.	No change since Nov.

**Taxi and Limousine Commission Budget Overview**

The Preliminary Financial Plan for Fiscal 2025-2029 (Preliminary Plan), includes a proposed Fiscal 2026 budget of \$58.0 million for the Taxi and Limousine Commission (TLC). TLCS's Fiscal 2026 budget in the Preliminary Plan is unchanged since the November Financial Plan. The Fiscal 2026 Preliminary Budget is \$2.3 million less than the Fiscal 2025 Adopted Budget, as shown in the table.

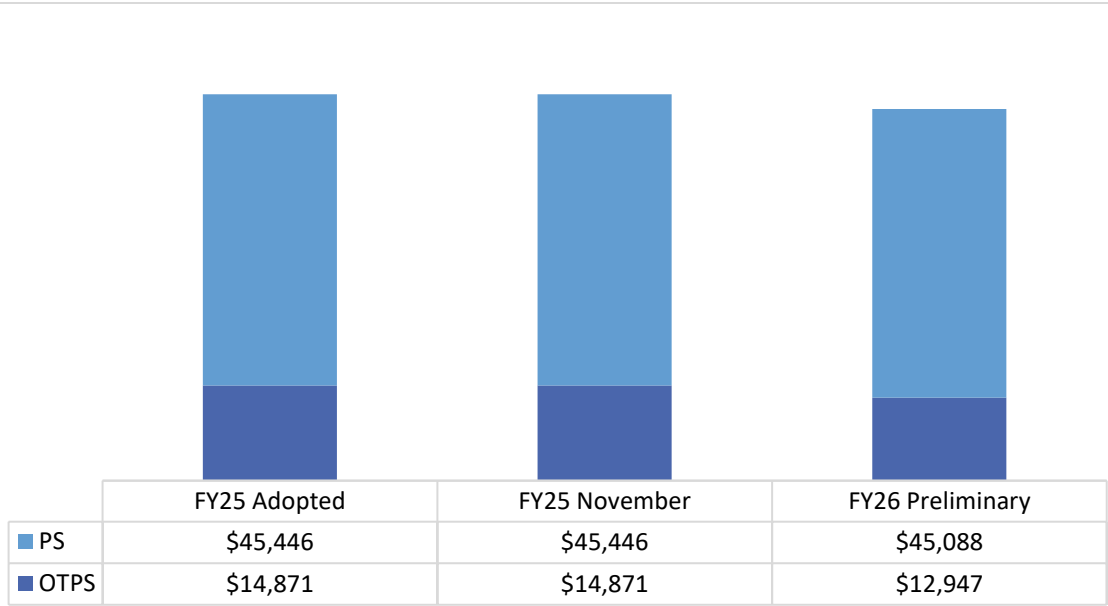


*Dollars in Thousands*  
 Source: New York City Office of Management and Budget

**PS and  
OTPS:**

**PS:  
\$45.1  
Million**

**OTPS:  
\$12.9  
Million**



*Dollars in Thousands  
Source: New York City Office of Management and Budget*

**Agency  
Financial  
Summary**

<i>Dollars in Thousands</i>	FY23	FY24	FY25	Preliminary Plan		*Difference
	Actual	Actual	Adopted	FY25	FY26	FY26 - FY25
<b>Budget by Unit of Appropriation</b>						
001 - Personal Services	\$36,618	\$38,475	\$45,446	\$45,446	\$45,088	(\$358)
002 - Other Than Personal Services	123,959	15,991	14,871	14,871	12,947	(1,925)
<b>TOTAL</b>	<b>\$160,577</b>	<b>\$54,467</b>	<b>\$60,317</b>	<b>\$60,317</b>	<b>\$58,035</b>	<b>(\$2,282)</b>
<b>Funding</b>						
City			\$60,317	\$60,317	\$58,035	(\$2,282)
<b>TOTAL</b>	<b>\$160,577</b>	<b>\$54,467</b>	<b>\$60,317</b>	<b>\$60,317</b>	<b>\$58,035</b>	<b>(\$2,282)</b>
<b>Budgeted Headcount</b>						
Full-Time Positions - Civilian	430	423	555	555	546	(9)
<b>TOTAL</b>	<b>430</b>	<b>423</b>	<b>555</b>	<b>555</b>	<b>546</b>	<b>(9)</b>

*\*The difference of Fiscal 2026 Preliminary Budget compared to Fiscal 2025 Adopted Budget.  
Source: New York City Office of Management and Budget*

**Agency  
Contract  
Budget:**

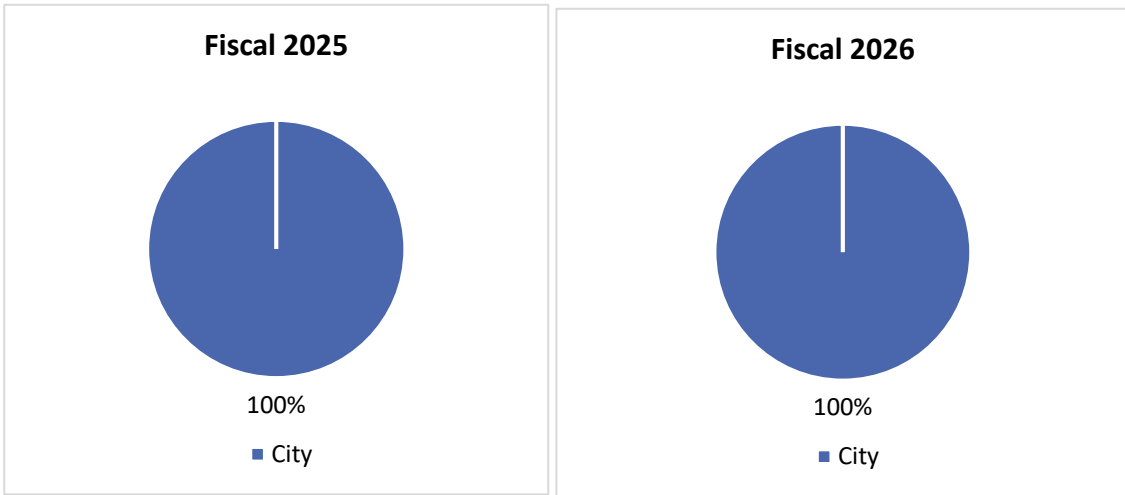
**FY26  
Contract  
Budget:  
\$4.4 million**

**Number of  
Contracts in  
FY26: 32**

<i>Dollars in Thousands</i>				
Category	FY25 Adopted	Number of Contracts	FY26 Preliminary	Number of Contracts
Cleaning Services	\$306	1	\$95	1
Contractual Services - General	3,829	14	2,539	14
Data Processing Equipment Maintenance	15	1	15	1
Maintenance and Repairs - General	120	2	120	2
Office Equipment Maintenance	1	1	1	1
Printing Services	100	3	100	3
Professional Services - Computer	967	1	967	1
Professional Services - Other	5	1	5	1
Security Services	431	2	431	2
Telecommunications Maintenance	129	2	129	2
Temporary Services	40	3	40	3
Training Program for City Employees	5	1	5	1
<b>TOTAL</b>	<b>\$5,950</b>	<b>32</b>	<b>\$4,449</b>	<b>32</b>

*Source: New York City Office of Management and Budget*

**Agency Budget by Funding Source**



Source: New York City Office of Management and Budget

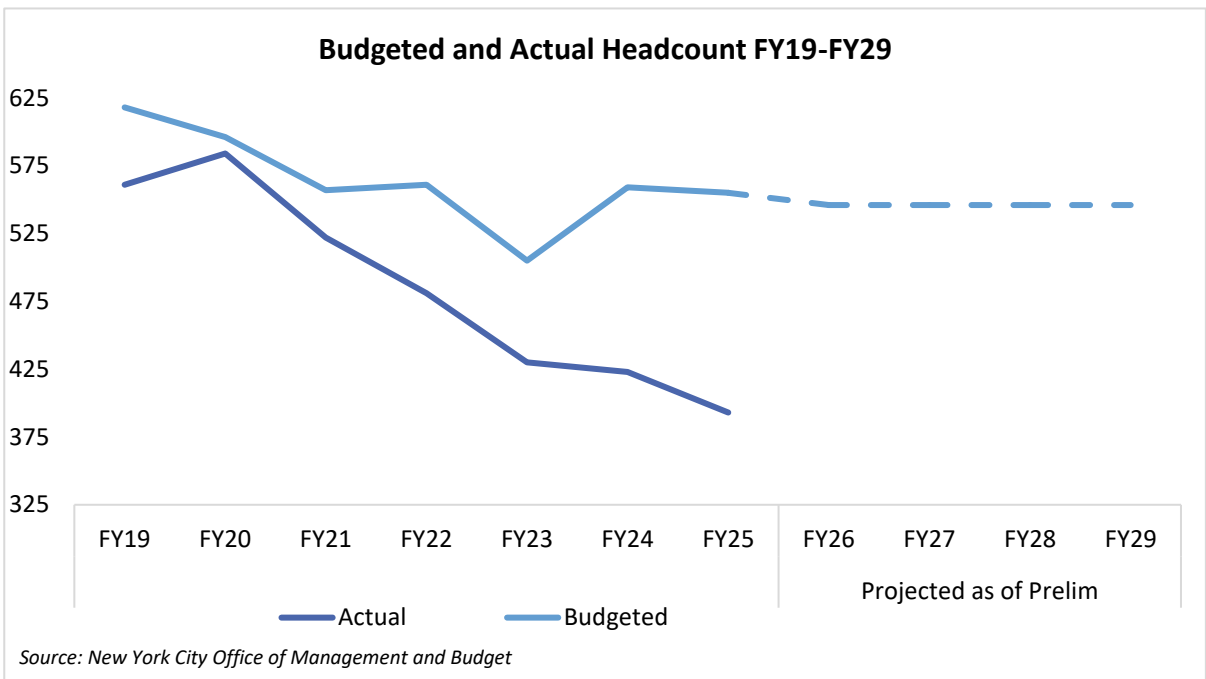
**Budgeted Headcount:**

**FY26 full-time positions: 546**

**FY25 full-time positions: 555**

**Actual Headcount as of January: 393**

**Vacancies as of January: 162**



Source: New York City Office of Management and Budget

*Note: Budgeted and actual headcounts are as of the end of the fiscal year, except for FY26 where budgeted headcount is as of the Preliminary Plan and actual headcount is as of January 2025.*

**Preliminary Plan Changes**

*There have been no funding changes for TLC, in any fiscal years, since the Fiscal 2025 Budget was adopted.*

**Preliminary  
Mayor's  
Management  
Report**

The Preliminary Mayor's Management Report (PMMR) for Fiscal 2025 reports on one service area and five goals for TLC. Noteworthy metrics that were reported are detailed below.

- **Patrol Summonses.** There has been a significant decrease in illegal street hail summons over the last few years. In Fiscal 2022, TLC issued 2,056 patrol summonses for illegal street hails for drivers and owners, in Fiscal 2023 it declined to 1,172, in Fiscal 2024 it declined further to 749, and in the first four months of Fiscal 2025 it was 298. The PMMR does not indicate the reason for this decline, it is unclear whether it is due to significantly better compliance or if overall enforcement has been scaled back.
- **Safety and Emissions Inspection Time.** The average inspection time to conduct a safety and emissions inspection of a for-hire vehicle decreased in the first four months of this fiscal year to 14 minutes. The average time in Fiscal 2022 was 18 minutes, increasing to 20 minutes in Fiscal 2023, and again increasing to 23 minutes in Fiscal 2024. The time to conduct the same inspection for medallion taxis and borough taxis also decreased in the first four months of Fiscal 2025 to 18 minutes and 16 minutes, respectively, which is the shortest amount of time reported for each in the PMMR but still greater than inspection time for for-hire vehicles. Notably, all average times reported are well below the target of one hour. Since TLC has consistently met this target for many years, the Commission should consider revising it to a lower target. No explanation for this decline was noted in the PMMR.
- **Customer Service to Passengers.** The PMMR shows there has been an increase in complaints lodged against TLC driver, with 9,220 in the first four months of Fiscal 2025 as compared to 8,356 in the first four months of Fiscal 2024, a 10.3 percent increase. Over the last three fiscal years, the number of complaints has been steadily increasing. There were 16,629 complaints made against TLC drivers in Fiscal 2022, 24,131 in Fiscal 2023, and 28,025 in Fiscal 2024. Additionally, the number of drivers eligible for prosecution has been increasing with 9,290 in Fiscal 2022, 13,087 in Fiscal 2023, and 15,471 in Fiscal 2024. In the first four months of Fiscal 2025 there were 6,914 complaints eligible for prosecution, an increase of 61.6 percent compared to the same period in Fiscal 2024. This brings to light a serious concern that passengers in TLC-operated vehicles may be feeling less safe. This also raises the issue of whether TLC has enough funding and staff to meet the needs for enforcement, driver support, and case management. TLC's average days to close a driver complaint has been steadily increasing in recent years. The time to close a complaint has increased from 22.4 days in Fiscal 2022 to 43.9 days in Fiscal 2024. These metrics illustrate a concerning negative direction for TLC. There are currently 162 vacancies at the TLC, which is a distressingly high 29.2 percent vacancy rate.
- **E-Mail and Letter Response.** In the first four months of Fiscal 2025 TLC received nearly 200,000 emails. This volume of email is the result of reactions to recent legislation and industry activity. Despite the volume, the percentage of emails responded to in a timely manner remained high at 93 percent, above the 85 percent target. The percentage of letters that TLC responded to within 14 days decreased by 10 percent to 85 percent, when compared to the same period in Fiscal 2024. No explanation for this decline was noted in the PMMR and it raises concern as to whether TLC's licensing unit has enough headcount to adequately respond to the high volume of emails and letters.

**Budget Issues and Concerns**

- Commuter Vans.** There are concerns as to whether TLC has sufficient resources and personnel to carry out effective commuter van enforcement. Commuter vans provide an important service by supplementing the City’s public transit system, particularly for those that live in parts of the City with limited affordable and accessible public transportation options. TLC data shows the number of TLC-affiliated commuter vans in service has shrunk by 93 percent since calendar year 2015, with just 39 vehicles still licensed to operate as of January 2025, down from 215 a decade ago.<sup>1</sup> Metropolitan Transit Authority (MTA) officials and union representatives for the MTA bus operators say that the downturn in licensed dollar vans have caused an increase in the number of unlicensed commuter vans that block bus stops and bus lanes, which MTA has reported contribute to the decline in bus speeds. In June 2024, TLC published the Commuter Van Safety Study, which reported there is limited enforcement on unlicensed vans. TLC issued five summonses for traffic safety violations in calendar year 2023 to TLC-licensed van owners and drivers.<sup>2</sup> Unlicensed operators received 70 violations and four vans were seized.<sup>2</sup> Given the large number of unlicensed operator violations, it is important that TLC has enough enforcement officers to effectively enforce licenses and seize all unlicensed commuter vans. There is also a concern that TLC may need additional vehicles to effectively carry out enforcement, as well as what, if any, impact increased enforcement would have on the Police Department or TLC overtime costs. As previously noted, TLC has an alarmingly high vacancy rate of 29.1 percent.

<sup>1</sup> September 2024 Village Preservation Report

<sup>2</sup> [TLC, Commuter Van Safety Study](#)

**Budget Actions in the November and Preliminary Plans**

TLC Budget Actions in the November and Preliminary Plans						
<i>Dollars in Thousands</i>	FY25			FY26		
	City	Non-City	Total	City	Non-City	Total
TLC Budget as of the Adopted FY25 Plan	\$60,317	\$0	\$60,317	\$58,035	\$0	\$58,035
Changes Introduced in the November 2024 Plan						
TOTAL, All Changes in November 2024 Plan	\$0	\$0	\$0	\$0	\$0	\$0
TLC Budget as of the November 2024 Plan	\$60,317	\$0	\$60,317	\$58,035	\$0	\$58,035
Changes Introduced in the FY26 Preliminary Plan						
TOTAL, All Changes in the FY26 Preliminary Plan	\$0	\$0	\$0	\$0	\$0	\$0
TLC Budget as of the FY26 Preliminary Plan	\$60,317	\$0	\$60,317	\$58,035	\$0	\$58,035

*Source: New York City Office of Management and Budget*

**Budget by Units  
of  
Appropriation**

<b>001 - Personal Services and 002 - Other Than Personal Services</b>						
<i>Dollars in Thousands</i>						
	<b>FY23</b>	<b>FY24</b>	<b>FY25</b>	<b>Preliminary Plan</b>		<b>*Difference</b>
	<b>Actual</b>	<b>Actual</b>	<b>Adopted</b>	<b>FY25</b>	<b>FY26</b>	<b>FY26-FY25</b>
<b>Spending</b>						
<b>Personal Services</b>						
Full-Time Salaried - Civilian	\$31,115	\$32,272	\$40,533	\$40,533	\$40,811	\$278
Other Salaried	0	0	120	120	0	(120)
Unsalariated	1,822	1,729	2,335	2,335	1,819	(516)
Additional Gross Pay	2,020	1,949	1,300	1,300	1,300	0
Additional Gross Pay - Labor Reserve	510	867	0	0	0	0
Overtime - Civilian	886	1,454	809	809	809	0
P.S. Other	(6)	(9)	0	0	0	0
Fringe Benefits	272	213	145	145	145	0
Amounts to be Scheduled	0	0	204	204	204	0
<b>Subtotal</b>	<b>\$36,618</b>	<b>\$38,475</b>	<b>\$45,446</b>	<b>\$45,446</b>	<b>\$45,088</b>	<b>(\$358)</b>
<b>Other Than Personal Services</b>						
Contractual Services	\$3,834	\$2,784	\$4,977	\$3,088	\$3,476	(\$1,501)
Contractual Services - Professional Services	622	1,261	973	3,497	973	0
Contractual Services - Social Services	4	60	0	95	0	0
Supplies & Materials	1,243	1,266	1,420	1,076	1,147	(274)
Fixed & Misc. Charges	110,025	2,659	100	100	100	0
Property & Equipment	402	594	339	187	339	0
Other Services & Charges	7,829	7,367	7,062	6,827	6,912	(150)
<b>Subtotal</b>	<b>\$123,959</b>	<b>\$15,991</b>	<b>\$14,871</b>	<b>\$14,871</b>	<b>\$12,947</b>	<b>(\$1,925)</b>
<b>TOTAL</b>	<b>\$160,577</b>	<b>\$54,467</b>	<b>\$60,317</b>	<b>\$60,317</b>	<b>\$58,035</b>	<b>(\$2,282)</b>
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*\*The difference of Fiscal 2026 Preliminary Budget compared to Fiscal 2025 Adopted Budget.*

*Source: New York City Office of Management and Budget*

**Miscellaneous  
Revenue**

The Preliminary Plan includes approximately \$59.8 million of TLC miscellaneous revenue in Fiscal 2026, \$706,000 less than the Fiscal 2025 budget at Adoption. The decrease is largely attributable to the planned revenue from High Volume Licenses, which is budgeted at \$760,000 in Fiscal 2025 but has zero revenue budgeted in Fiscal 2026.

<i>Dollars in Thousands</i>						
	<b>FY23</b>	<b>FY24</b>	<b>FY25</b>	<b>Preliminary Plan</b>		<b>*Difference</b>
<b>Revenue Sources</b>	<b>Actual</b>	<b>Actual</b>	<b>Adopted</b>	<b>FY25</b>	<b>FY26</b>	<b>FY26-FY25</b>
Hail Licenses	\$66	\$12	\$24	\$24	\$78	\$54
High Volume Licenses	760	0	760	760	0	(760)
STIP/Settlement Fines	10,103	8,687	11,600	11,600	11,600	0
Taxi Inspection and TLC Fees	9,197	9,992	9,500	9,500	9,500	0
Taxi Licenses	49,936	49,285	38,670	38,670	38,670	0
<b>TOTAL</b>	<b>\$70,062</b>	<b>\$67,976</b>	<b>\$60,554</b>	<b>\$60,554</b>	<b>\$59,848</b>	<b>(\$706)</b>

*\*The difference of Fiscal 2026 Preliminary Budget compared to Fiscal 2025 Adopted Budget.*

*Source: New York City Office of Management and Budget*