

New York City Taxi and Limousine Commission

2023 Annual Report

January 2024



Table of Contents

1. [Mission and Budget](#)
2. [Taxi and Limousine Commission Structure and Board Members](#)
3. [Licensees Regulated by TLC](#)
4. [Commission Meetings and Rulemaking Actions](#)
5. [Policies, Initiatives, and Agency Highlights](#)
6. [Appendix: Complaint and Summons Data for Calendar Year 2023](#)

Welcome Letter from the Commissioner/Chair

Dear Fellow New Yorkers:

Once again it is my pleasure to submit the New York City Taxi and Limousine Commission’s (TLC) 2023 Annual Report—a year that proved highly eventful and productive for TLC and the for-hire vehicle industry as a whole. While continuing to make progress on the post-pandemic recovery, TLC was also able to launch numerous key policies and initiatives designed to improve the long-term health of both our city and every sector of the industry.

Early in the year, TLC instituted a much-needed minimum pay raise for the city’s high-volume for-hire (Uber & Lyft) drivers. We had secured a similar raise for taxi drivers towards the end of 2022, in the form of the first taximeter fare increase in ten years, while the raise for Uber & Lyft drivers was delayed by litigation filed by Uber. This litigation was successfully resolved in February of 2023, resulting in an overall minimum pay increase of about 9% to compared to the previous year.

Medallion owners continued to benefit from the Medallion Relief Program Plus (MRP+), as TLC expanded eligibility requirements to include owners with as many as six medallions. Along with existing efforts, this resulted in an additional \$100 million in essential relief, bringing the program’s total to \$452 million in debt reduction for the owners of 2,293 medallions.

Other new initiatives detailed in this report include our highly popular Mobile Outreach Unit, Van Hailin’, which allows TLC licensees to do business without having to visit Long Island City; TLC’s ongoing accessibility efforts; a new storage program for FHV drivers; initiatives to increase data transparency; and of course the Green Rides Initiative, which requires the city’s high-volume for-hire (Uber & Lyft) fleet to dispatch 100% of trips to either electric vehicles or wheelchair accessible vehicles by 2030.

Those are just the highlights. By the end of the year, the list of accomplishments was long enough that a lot of folks on team TLC were looking back at the first part of the year and saying, “Wow. I can’t believe we did all that. This or that launch felt like *years ago*.” Statements like that are a sign of an agency constantly on the move and constantly looking ahead, and the amount of commitment and creativity TLC staff showed throughout the busy year was simply awesome.

All that said, there is always more to do, and I am confident that I have the team to do it.

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 (FHVs), 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) 2023, TLC operated on a budget of \$162,372,128, comprising \$37,080,915 for Personal Services and \$125,291,213 for Other than Personal Services, with an authorized headcount of 505. The FY 2024 budget is \$59,095,304, comprising \$39,558,910 for Personal Services and \$19,536,394 for Other than Personal Services, with an authorized headcount of 505.

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 are currently two vacant seats 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.

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 2023, there were 177,051 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 2023, 542 drivers held a paratransit license and 60 drivers held a commuter van driver license.

More than 115,000 vehicles are licensed by TLC. This includes 13,587 taxis authorized to accept street hails from passengers throughout the five boroughs. In addition, there are approximately 101,000 licensed for-hire vehicles (FHVs) 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 FHVs 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 764 FHV bases, which are entities that dispatch trips to TLC-licensed FHVs. 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 418 black car bases and 213 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 up-front flat fares, and many transactions occur using cash payment. TLC also licenses 95 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, 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 2023

Total Active Licenses		294,483
<i>(as of December 31, 2023)</i>		
Drivers		
TLC Drivers (Taxi and FHV)		177,051
Paratransit Drivers		542
Commuter Van Drivers		60
Total Driver Licenses		177,653
Vehicles		
Street Hail Services		
Taxis		13,587
Stand-by Taxis		2
Street Hail Liveries (Green Taxis)		977
Prearranged Services		
For-Hire Vehicles not Affiliated with HVFHS		20,009
	Black Car	15,012
	Livery	3,230
	Luxury Limousine	1,767
For-Hire Vehicles affiliated with HVFHS		81,303
Commuter Vans		34
Paratransit Vehicles		78
Total Vehicle Licenses		115,990

Bases	
Black Car	418
Livery	213
Luxury Limousine	95
Commuter Van	11
Paratransit	25
High-Volume For-Hire Service	2
Total Base Licenses	764
Businesses	
Taxicab Brokers	18
Medallion Agents	36
Taxicab Meter Shops	12
Taxicab Meter Manufacturers	2
Technology Service Providers	2
E-Hail Providers	6
Total Business Licenses	76

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. In 2023, the Board of Commissioners approved ten rule packages. In order to protect the public health throughout the ongoing COVID-19 pandemic, TLC held its meetings online with full accessibility to allow for public participation. In addition to other meetings of the Commission, below are the rulemaking actions taken by TLC in 2023.

2023 Rulemaking Actions

Date of Commission Vote	Subject	Status
January 25, 2023	Medallion Relief Program Amendment	Effective January 30, 2023
January 25, 2023	FHV Electric Vehicle Restricted License	Effective March 4, 2023
January 25, 2023	Taxi Electric Vehicle	Effective March 4, 2023
January 25, 2023	Regulatory Review	Effective March 4, 2023
March 8, 2023	High-Volume For-Hire Service Updated Pay Standards	Effective March 13, 2023
May 3, 2023	Persistent Violator Program	Effective June 9, 2023
September 13, 2023	In Vehicle Camera Specifications	Effective October 22, 2023
September 13, 2023	For-Hire Vehicle Short Term Storage	Effective October 30, 2023
October 18, 2023	Green Rides Initiative	Effective November 29, 2023
October 18, 2023	Verrazano Narrows Bridge Return Tolls	Effective November 29, 2023

Medallion Relief Program and Deficiency Guaranty

TLC adopted rule amendments to its Medallion Relief Program establishing eligibility criteria for applying for a supplemental loan deficiency guaranty. This supplemental program offers a deficiency guaranty, subject to appropriations by the city and provided by a third party, on renegotiated medallion loans. The deficiency guaranty covers eligible loans regardless of the original loan balance and includes a grant of \$30,000 through the MRP. This particular rule amendment increased the number of loans eligible for participation from medallion owners who have an interest in five or fewer medallions to those who have an interest in six or fewer medallions. TLC wanted to offer the program to as many small business owners as possible so that they can lower their debt during difficult financial times.

For-Hire Vehicle Electric Vehicle Restricted License

TLC adopted rules providing for an application procedure for 1,000 new EV-restricted FHV licenses. Of the 1,000, 600 were reserved for individual owners and are non-transferable. This was to allow drivers who have been leasing a vehicle the opportunity to own instead of lease a licensed TLC vehicle.

Taxi Electric Vehicle

TLC amended its existing vehicle specifications governing non-accessible taxicab vehicles to permit fully electric vehicles, powered only by electric batteries and not gasoline, to be hacked up as taxis. This rulemaking was adopted after TLC completed a pilot program that evaluated the use of electric vehicles as taxis.

Regulatory Review

TLC conducted a review of its existing rules with the goal of repealing and replacing obsolete and redundant terms, clarifying ambiguous rules, and better defining terms used. In addition, TLC transferred the responsibility for withholding and remitting Taxi Improvement Fund payments and Street Hail Livery Improvement Fund fees from medallion owners to Technology System Providers and E-Hail companies, as recommended by the Medallion Task Force. The rules also require FHV's to use EZ-Pass, just as taxis have been required to do so, and hold agents jointly and severally responsible for violating medallion taxicab service rules when acting in the capacity of a medallion owner, plus additional requirements for clarity in medallion leases.

High-Volume FHV Driver Pay

TLC amended its rules related to driver pay for trips dispatched by high-volume for-hire services. These amendments increased minimum per-trip pay to account for inflation and increased driver expenses, with the new per-minute minimum rate of \$0.762 and per-mile minimum rate of \$0.987. The amendments also made other technical changes and clarified the way the pay rates are calculated and updated. The amendments further revised the way utilization rates are calculated and applied by adopting an industrywide standard whereby high-volume for-hire services must achieve a yearly industrywide utilization rate of at least 53%.

Persistent Violator Program

As per Local Law 12 of 2020, TLC consolidated the TLC's Critical Driver Program into the Persistent Violator Program. In addition, this rulemaking amended vehicle insurance provisions to reflect state legislative changes; reduced the amount of time in which licensees can answer a directive, enabling TLC's Prosecution Unit's investigative process to operate more efficiently; and clarified that a licensee must have a state-issued Chauffeur's License in good standing and valid NYS driving privileges in order to drive for-hire.

In-Vehicle Camera Specifications

TLC updated its in-vehicle camera system specifications for taxis and street hail liveries, and removed the requirement that livery vehicles be equipped with a partition or an in-vehicle camera system. The new specifications increase the availability of camera options and make the camera's products – photos and videos – more useful to law enforcement, vehicle owners, and drivers.

For Hire Vehicle Short Term Storage

TLC created a new short-term for-hire vehicle storage program. Active FHV licensees will be permitted to put their FHV license in storage once during every 2-year license term for up to 90 days. This program will be useful to licensees who may be traveling overseas for an extended period, or who may be experiencing issues with their vehicle.

Green Rides Initiative

The transition to electric vehicles (EVs) forms an important part of the City’s efforts to improve air quality. The Green Rides Initiative requires high-volume for-hire services, a license category that currently includes Uber and Lyft, to dispatch exclusively to either zero-emission vehicles, including EVs, or wheelchair accessible vehicles in New York City by 2030.

Verrazano Narrows Bridge Return Tolls

TLC amended its rules to add the Verrazano Narrows Bridge to those bridges within the City for which passengers must pay the return toll. If a passenger enters Staten Island by taking the Verrazano Narrows Bridge, the passenger will need to pay the toll two times, i.e., the toll to enter and the driver’s toll to leave because of the two-way tolling. However, a passenger leaving Staten Island by taking the Verrazano Narrows Bridge will not have to pay the toll in that direction.

Policies, Initiatives, and Agency Highlights

Green Rides Initiative and Electric Vehicles

Following TLC’s December 2022 report, *Charged Up! TLC’s Roadmap to Electrifying the For-Hire Transportation Sector in New York City*, the agency engaged in several significant actions to help electrify the TLC licensed fleet. First, TLC adopted rules in January 2023 allowing electric vehicles to be used as yellow taxis, giving that sector the regulatory flexibility needed to go electric. TLC then opened applications for up to 1,000 EV-restricted FHVs, with 600 reserved for individual owner-drivers. In October, following a public hearing process, TLC adopted rules to implement the Green Rides Initiative, requiring high-volume for-hire services—currently Lyft and Uber—to dispatch exclusively to EVs and WAVs by 2030, with benchmarks beginning in 2024. Finally, in October TLC also announced that it was opening applications for EV-restricted FHV licenses. Due to litigation, the application window was only open for a brief period, during which TLC received approximately 9,700 applications, over 8,000 of which were by individuals who already held a TLC driver license. These new licenses are already allowing drivers who were previously stuck leasing to own their own vehicles, while spurring demand for private and public investment in EV charging infrastructure.

Medallion Relief Program and the Owner/Driver Resource Center

The Medallion Relief Program (MRP) has successfully provided much needed financial support to small business medallion owners with significant debt. MRP provides financial assistance to all eligible medallion owners in the form of grants of \$20,000 or \$30,000. These grants significantly reduce the principal balance of a loan and ensure a standard monthly payment and interest rate. To date, the city has provided over \$452 million in debt relief for the owners of over 2,293 medallions.

The Owner/Driver Resource Center (O/DRC) supported drivers throughout the MRP application process. Through the O/DRC, legal representatives negotiated with lenders on behalf of medallion owners without cost. In addition to O/DRC’s continued assistance with medallion relief, the center is expanding and introducing resources to medallion owners and drivers to support the varied and unique needs of the population.

Mobile Outreach and Van Hailin’

TLC’s mobile office unit, better known as Van Hailin’, was created as part of a pilot program and launched in March of 2023 in Laurelton, Queens. The agency’s goal was to provide a better customer service experience for its licensees, and through the program, TLC has continued to partner with

community groups and elected officials each month. In 2023, Van Hailin’ and the Office of Community Affairs visited multiple neighborhoods in all five boroughs, serving over 1,000 licensees over the course of the year, with turnout increasing almost 300% from the first quarter to the final quarter of 2023. Licensees have expressed their gratitude and satisfaction for being able to conduct licensing, prosecution, and drug testing inquiries at more convenient locations in their communities.

High-Volume Driver Pay Increase

In March of 2023, TLC amended its rules to increase driver pay for trips dispatched by high-volume for-hire services Uber and Lyft. Combined with the scheduled inflationary increase of 6.39% effective February 1, TLC increased the original per mile rate by 20.71%. This resulted in a minimum driver pay of \$26.76 for a sample trip of 7.5 miles and 30 minutes, an increase of \$2.16 or 8.78% from the rates that were previously in effect. These rule amendments also changed the way utilization rates are calculated and applied, creating an industrywide utilization rate “floor” of 53% in response to driver and stakeholder feedback, and made technical changes to clarify the calculation and application of yearly inflationary increases that TLC will continue to implement.

Data Transparency and the TLC Factbook

TLC has long been a leader in open data, publishing anonymized raw trip records, aggregated reports, data visualizations, and interactive data dashboards to increase data transparency and facilitate public understanding of for-hire transportation in New York City. In 2023, the agency launched a new dashboard, called the TLC Factbook in homage to the once-static reports released by the agency every two years, as a living, interactive, ever-expanding data dashboard updated with the latest data every month. Currently including metrics such as trip counts, working drivers, and working vehicles by sector, utilization rates by high-volume company, and pickup and drop-off maps, TLC will continue to add new metrics and visualizations in response to agency, public, and industry needs and priorities.

Vision Zero

Partnering with DOT, TLC released its “New York Twist” public service video, using rock-n-roll legend Chubby Checker’s song “Let’s Twist Again” to teach passengers to avoid “dooring” bicyclists by using their interior hand to open the door while twisting their body to observe approaching bicyclists. TLC also performed outreach to its driver licensees on numerous critical Vision Zero topics, including by encouraging drivers and passengers to wear their seat belts and partnering with Vision Zero sister agencies to promote the “Dusk and Darkness” campaign to its licensees and the public.

Seven TLC-authorized Education Providers offer required, in-person training to all new and renewal applications for TLC driver licenses. The pre-licensure TLC 24-Hour Driver Education Course prepares applicants for a professional driving career, as well as the TLC Driver License Exam, which applicants are required to pass at a TLC-authorized test center. In addition, all TLC-licensed drivers must also complete a continuing education course as a condition of their license renewal every three years. These trainings for new and renewal applicants include a specialized Vision Zero curriculum developed for for-hire drivers that covers the goals of Vision Zero, including preventing the causes of fatal crashes, safe driving practices, prevention of reckless driving and driver fatigue, updated road designs, sharing the road with cyclists, and the crucial role that professional drivers play in promoting a culture of safe driving. At these training facilities, new and renewal applicants are provided with professional and practical hands-on training to support their work as professional drivers and enhance public safety. These education initiatives underscore TLC’s commitment to the continued safety of its licensed professional drivers.

Accessible For-Hire Transportation

TLC continues to ensure customers can request a wheelchair accessible taxi, street hail livery (green taxi), or FHV from their preferred company. TLC's Accessible Dispatch program continues to grow and market its services. This program is available to customers in all five boroughs and allows passengers to request a wheelchair accessible taxi via phone call, app request, or by booking a taxi via the Accessible Dispatch website. Customers pay the standard metered fare and TLC-licensed drivers receive incentives to participate in the program. In 2023 there were over 75,000 Accessible Dispatch trip requests made. The number of wheelchair accessible vehicles has grown significantly since the inception of the program, with 3,667 WAVs now in circulation.

Customers also have the option to request a WAV from their preferred FHV company, whether they call their local car service or use an app such as Uber or Lyft. TLC rules require FHV bases to dispatch a minimum percentage of their annual trips to WAVs or meet specific wait time standards. From January through November of 2023, there were over 426,000 accessible FHV trips requested by passengers. There are currently 5,946 FHV WAVs in service, compared to 3,736 in 2022, an increase of 59%.

The Taxi and Street Hail Livery Improvement Funds (TIF and SHLIF) provide incentive payments to owners to offset the purchase and operation of a WAV. The fund also provides incentive payments to drivers of WAVs. In 2023, TLC distributed over \$31 million in payments to support driver and owner operating expenses.

TIF Payments to Owners and Drivers (All Payments Issued in 2023)

Total Payment	Unique Paid	Type	Name
\$11,356,375	4,499	TIF & SHLIF Driver Payment	Drivers
\$20,157,511	3,563	TIF Owner Payment	Owners
\$31,513,886	8,062	All TIF Payments	Owners & Drivers

Appendix: Complaint and Summons Data for Calendar Year 2023

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 2023

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	1,008	1,099	1,531	1,350	2,061	1,748	898	837	1,485	2,361	1,842	1,670	17,890
Lost Property – Electronics/Phones – Cell Phone	149	118	143	162	157	175	171	138	147	163	117	140	1,780
Taxi Complaint – Driver Complaint – Passenger – Fare/Tip Complaint	129	102	120	108	139	140	107	126	115	129	105	124	1,444
Taxi Complaint – Driver Complaint – Non Passenger – Unsafe Driving – Non-Passenger	93	74	101	105	125	146	86	107	123	152	135	122	1,369
Lost Property – Bag/Wallet – Wallet	86	68	99	93	89	100	93	70	99	96	93	114	1,100
Taxi Complaint – Driver Complaint – Passenger – Fare/Tip Complaint – Credit Card	64	59	69	66	62	75	64	86	67	97	81	68	858
Lost Property – Other – Other	75	57	67	45	48	66	52	51	62	54	48	42	667
Taxi Complaint – Driver Complaint – Passenger – Unsafe Driving – Passenger	52	40	50	61	52	66	56	35	51	64	54	46	627
Lost Property – Bag/Wallet – Backpack	53	55	57	50	40	53	51	42	41	44	35	57	578
Taxi Complaint – Driver Complaint – Passenger – Route Complaint	33	35	38	38	38	52	56	42	35	49	43	48	507
Total	1,742	1,707	2,275	2,078	2,811	2,621	1,634	1,534	2,225	3,209	2,553	2,431	26,820

Table 2: Outcomes of Consumer Complaints, Calendar Year 2023 (as of Jan. 1, 2024)

Month	Summonses issued	Actual Hearings (Including scheduled)	Settlements accepted (as stipulations and after summon issuance)	Defaults	Guilty Pleas	Guilty Pleas (Mail)
January	235	35	571	16	1	0
February	207	24	1,008	20	3	0
March	523	79	702	65	3	0
April	568	83	1,577	60	7	1
May	1,016	131	1,085	102	9	1
June	512	59	1,519	38	6	0
July	1,116	136	1,344	148	5	0
August	939	187	1,087	150	6	0
September	365	22	914	24	1	0
October	569	15	1,149	6	0	0
November	607	32	1,170	5	4	0
December	910	78	729	61	10	0
Total	7,567	881	12,855	695	55	2

Table 3: Enforcement Statistics, Calendar Year 2023**Manhattan Precincts**

RULE NUMBER	LICENSE TYPE	1	5	6	7	9	10	13	14	17	18	19
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	808	23	380	55	1	78	50	636	1,825	656	241
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	573	5	563	57	0	9	87	28	195	354	50
19-506(b)(1) Operating Unlicensed Vehicle	FHV	9	6	3	0	1	5	4	25	20	18	6
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	52	13	57	11	6	9	6	66	383	90	46
80-14(g)(1) Use of Electronic Communication Device	UNIV	45	2	41	4	2	11	11	46	82	44	17
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	5	0	0	0	0	0	0	0	97	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	43	7	21	3	0	7	17	61	52	52	21
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	357	0	2	2	0	5	2	8	9	3	9
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	29	2	38	5	1	8	6	24	26	26	8
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	1	0	1	0	0	0	0	6	8	8	1
Total		1,922	58	1,106	137	11	132	183	900	2,697	1,251	399

Manhattan Precincts Cont.

RULE NUMBER	LICENSE TYPE	20	22	23	24	25	26	28	30	32	33	34
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	136	35	72	41	9	19	14	29	4	27	11
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	123	1	2	12	0	59	9	8	0	12	0
19-506(b)(1) Operating Unlicensed Vehicle	FHV	9	0	3	1	5	11	16	6	6	6	6
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	43	1	15	16	1	9	3	9	4	5	1
80-14(g)(1) Use of Electronic Communication Device	UNIV	18	0	6	3	2	6	1	1	0	4	1
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	0	20	0	0	0	0	0	2	0	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	7	3	5	4	0	3	3	2	0	4	2
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	2	0	1	1	1	0	1	1	0	3	0
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	11	2	3	2	0	3	2	1	0	3	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	1	0	1	0	1	19	14	8	15	30	11
Total		350	62	108	80	19	129	63	67	29	94	32

Bronx Precincts

RULE NUMBER	LICENSE TYPE	40	42	43	44	45	46	47	49	52
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	14	0	3	11	13	2	0	31	5
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	11	0	9	5	16	6	1	26	24
19-506(b)(1) Operating Unlicensed Vehicle	FHV	33	1	7	26	27	0	2	32	11
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	6	1	3	2	0	0	0	4	4
80-14(g)(1) Use of Electronic Communication Device	UNIV	0	0	2	0	0	0	0	2	0
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	0	0	0	0	0	0	0	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	3	0	1	2	1	0	0	4	1
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	0	0	0	4	1	0	0	0	1
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	3	0	1	1	0	0	0	5	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	83	1	4	23	5	4	0	7	16
Total		153	3	30	74	63	12	3	111	62

Brooklyn Precincts

RULE NUMBER	LICENSE TYPE	60	61	62	63	66	67	68	69	70	71	72
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	28	46	41	10	8	3	83	4	33	7	83
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	17	3	2	0	0	0	3	0	17	0	82
19-506(b)(1) Operating Unlicensed Vehicle	FHV	24	0	4	20	3	26	1	4	27	9	54
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	9	5	7	1	0	0	13	0	2	1	4
80-14(g)(1) Use of Electronic Communication Device	UNIV	9	14	7	0	1	0	11	0	4	2	4
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	0	0	0	0	0	0	0	0	0	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	0	0	3	2	0	0	4	0	3	2	5
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	1	4	3	0	0	0	5	0	3	0	2
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	0	1	2	0	0	0	0	0	1	0	7
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	1	0	0	0	0	0	0	0	0	0	1
Total		89	73	69	33	12	29	120	8	90	21	242

Brooklyn Precincts Cont.

RULE NUMBER	LICENSE TYPE	73	75	76	77	78	79	81	83	84	88	90
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	3	5	3	0	13	7	0	11	68	4	198
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	0	9	1	0	3	0	0	14	527	18	409
19-506(b)(1) Operating Unlicensed Vehicle	FHV	0	18	22	2	14	8	0	7	4	0	8
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	0	0	0	0	4	3	1	1	8	1	46
80-14(g)(1) Use of Electronic Communication Device	UNIV	0	3	0	0	2	1	0	3	18	1	30
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	0	0	0	0	0	0	0	0	0	0	1
59a-27(e) Daily Personal Inspection by Owner	FHV	0	0	0	0	1	2	0	2	12	0	55
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	0	0	1	0	0	0	0	0	1	0	20
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	0	0	0	0	0	0	0	2	6	1	62
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	0	1	3	0	5	2	0	5	2	0	1
Total		3	36	30	2	42	23	1	45	646	25	830

Queens Precincts

RULE NUMBER	LICENSE TYPE	102	103	104	106	107	108	109	110	111	112	113
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	18	11	6	44	10	901	71	191	2	57	1
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	13	103	11	315	16	260	35	353	6	59	0
19-506(b)(1) Operating Unlicensed Vehicle	FHV	0	129	1	9	3	17	11	41	0	7	34
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	4	2	1	9	0	266	4	11	0	3	0
80-14(g)(1) Use of Electronic Communication Device	UNIV	2	6	2	15	0	74	7	29	1	4	5
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	0	0	0	3	0	148	2	0	0	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	3	0	1	6	2	80	9	48	0	8	3
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	0	1	0	9	0	15	9	34	2	8	3
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	0	1	1	5	0	73	3	16	0	6	2
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	0	1	1	0	0	10	3	14	0	1	2
Total		40	254	24	415	31	1,844	154	737	11	153	50

Queens Precincts Cont.

RULE NUMBER	LICENSE TYPE	114	115	JFK	LGA
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	86	199	271	65
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	60	1,153	0	2
19-506(b)(1) Operating Unlicensed Vehicle	FHV	3	79	1,462	288
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	19	16	0	0
80-14(g)(1) Use of Electronic Communication Device	UNIV	6	43	67	18
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	6	75	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	20	85	8	1
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	7	97	1	0
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	5	38	55	13
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	2	28	111	27
Total		214	1,813	1,975	414

Staten Island Precincts

RULE NUMBER	LICENSE TYPE	120	121	122	123
80-13(a)(2) Compliance with Traffic Laws. Moving Violations	UNIV	19	0	1	0
80-13(a)(3)(viii) Compliance with Traffic Laws. Stop Sign Violation	UNIV	9	0	0	0
19-506(b)(1) Operating Unlicensed Vehicle	FHV	5	1	0	0
80-13(a)(3)(vii) Compliance with Traffic Laws. Traffic Signal Violation	UNIV	2	0	2	1
80-14(g)(1) Use of Electronic Communication Device	UNIV	19	2	10	1
80-13(a)(3)(i)(b) Compliance with Traffic Laws. Speeding 11 to 20 mph.	UNIV	26	0	0	0
59a-27(e) Daily Personal Inspection by Owner	FHV	4	1	0	0
80-13(a)(1) Compliance with Traffic Laws. Parking Violations	UNIV	0	0	0	0
80-24(a)(2) Required Items in For-Hire Vehicle	UNIV	1	0	0	0
59a-25(a)(1) Passenger Trips by Pre Arrangement Only	FHV	0	0	0	0
Total		85	4	13	2