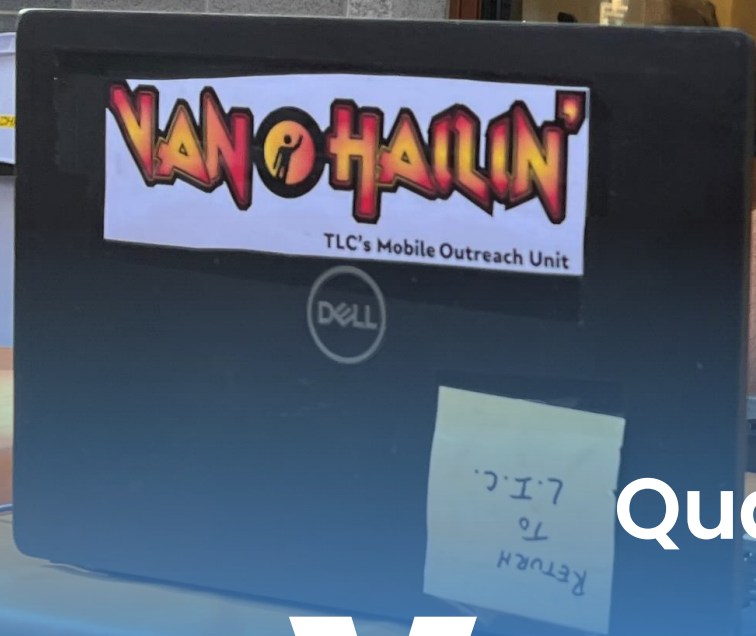




Taxi & Limousine
Commission



Quarterly Report

Van Hailin'

Q3 2024

Quarterly

July: Soundview, Bronx

August: East Midwood, Brooklyn

September: Lower East Side, Manhattan

Q3 2024

Report Overview

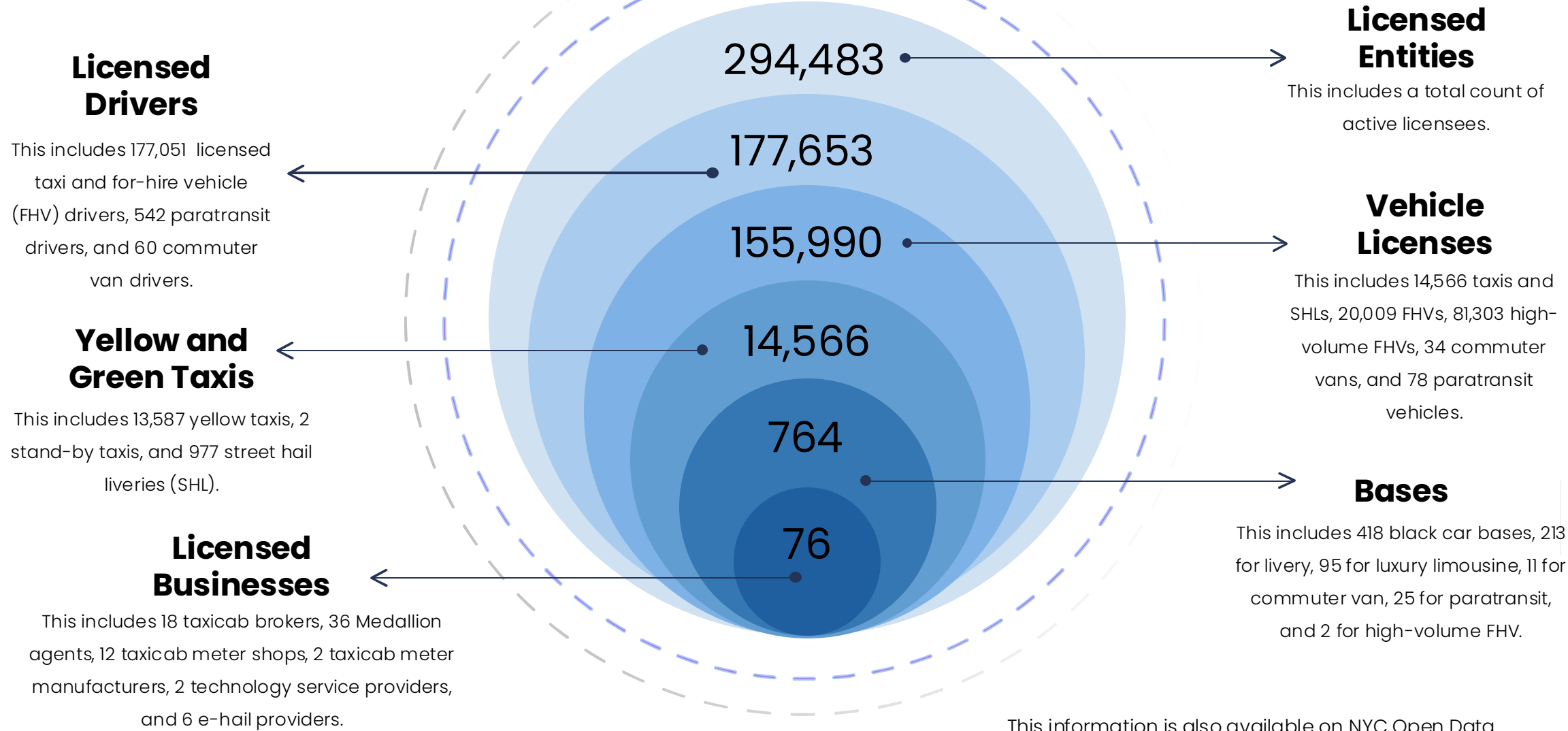
TLC’s Mobile Outreach Team had the pleasure of acknowledging an incredible third quarter. From July to September, **Van Hailin’**, our monthly community initiative, recorded new highs on the number of drug tests administered and prosecution requests. Expanding on partnerships and resources, Van Hailin’ continues to deliver value for TLC-licensed drivers and other New Yorkers.



Van Hailin’ in the Lower East Side which saw a record in settlements

- ✓ Achieved new monthly records with 204 drug tests (July) and 42 prosecution requests (September), the most at any one event.
- ✓ Alongside TLC services, brought 44 other resource partners into communities across the three-month quarter.
- ✓ Partnered with New York State Senator Nathalia Fernandez, City Councilmembers Amanda Farías and Farah Louis, and Manhattan Borough President Mark Levine.

TLC Community



This information is also available on [NYC Open Data](#).

Partnerships

TLC partnered with the following elected officials to bring Van Hailin' into their districts.

July 2024

Van Hailin' in the Bronx



City Councilmember - District 18

Amanda Farías



State Senator - District 36

Nathalia Fernandez

August 2024

Van Hailin' in Brooklyn



City Councilmember - District 45

Farah Louis

September 2024

Van Hailin' in Manhattan



Manhattan Borough President

Mark Levine

Attendance

Q3 2024

584

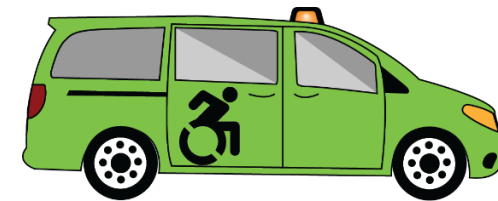
Licensees in Attendance



Attendance includes TLC licensees serviced across the Bronx, Brooklyn, and Manhattan in July, August, and September, respectively.

606*

Services Provided



Q3 2024

**Out of a total of 584 recorded attendances for the quarter, there were certain requests by attendees for more than one (1) service.*

By the Month

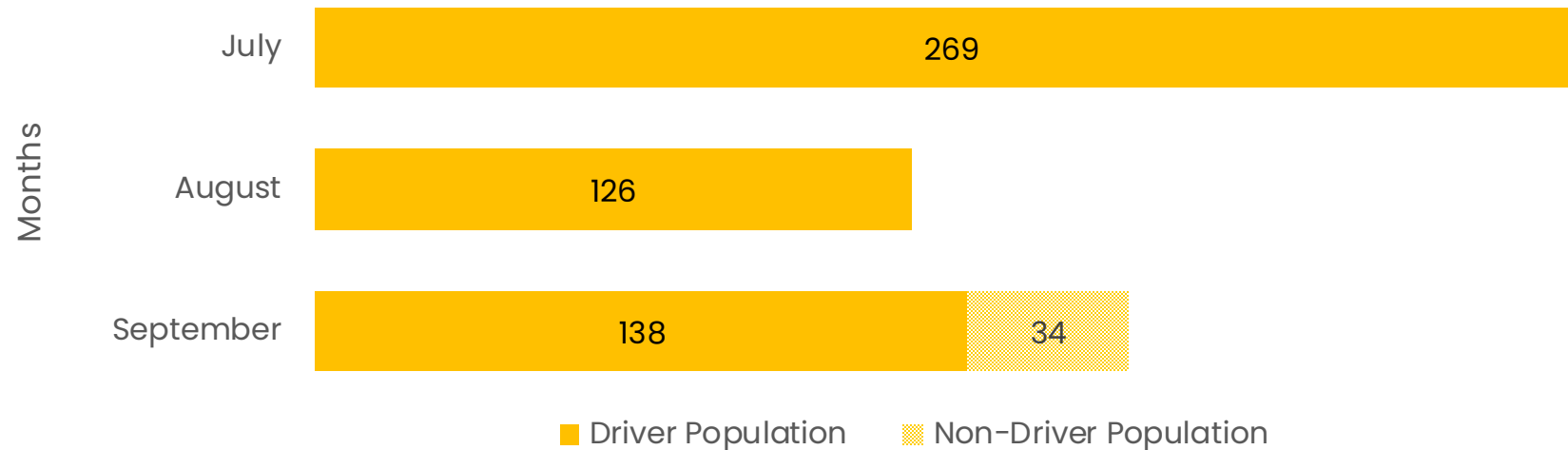
July: Soundview, Bronx

August: East Midwood, Brooklyn

September: Lower East Side, Manhattan

Attendance by the Month

*According to our partner at Grand Street Settlement.



Key Insights

100+ Non-Drivers Reached in September

The July and September events included resource fairs, hosting a cumulative 44 resource partners, with the latter servicing around 100 local residents* along with 34 pre-registered sign-ups for our passenger safety presentation.

Resolutions Despite CrowdStrike Outage

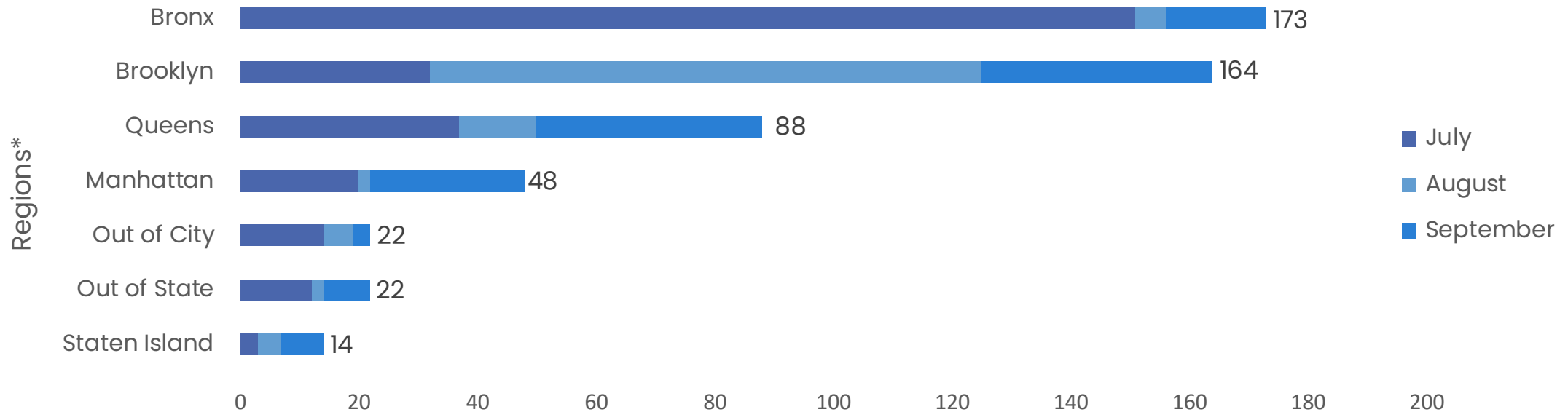
Despite several TLC systems being down at our July event, staff was able to offer alternative solutions to resolve issues either immediately or that required follow-up. The outage did not affect drug testing.

Q3 2024

By the Region

*Region refers to the resident borough or county of attendee.

Attendance by Residence



Key Insights

Reaching Local Drivers

TLC's Brooklyn and Bronx events predominantly served local drivers, which we've come to expect from boroughs, representing the second and third-largest driver populations, respectively.

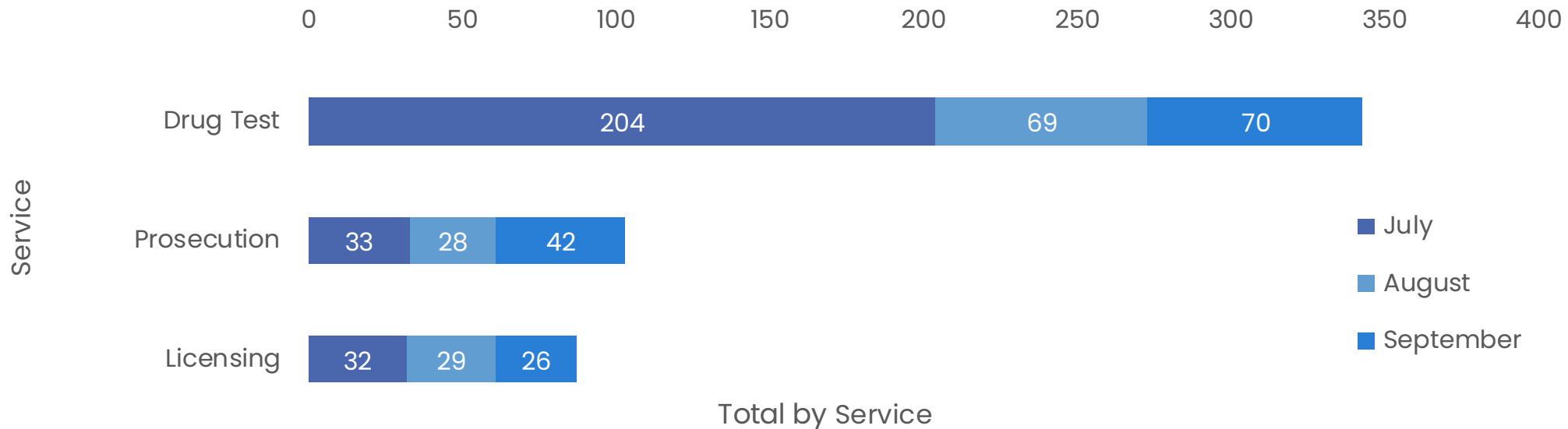
Mid-Shift Service

Our event in downtown Manhattan saw a relatively even distribution of driver localities, with the borough representing a popular location for pick-ups and drop-offs—affording an opportunity to reach drivers on the go.

Q3 2024

Services Provided

July: Soundview, Bronx
August: East Midwood, Brooklyn
September: Lower East Side, Manhattan



Key Insights

All-Time Highs

TLC achieved a new record for drivers completing their annual drug test requirement at a Van Hailin' event—204 in Soundview. Another record for prosecution requests added to Lower East Side event's successes.

Normalizing Access

In August and September, drug test requests decreased. However, these events still reached populations the initiative might not have otherwise serviced outside of those communities.

Q3 2024

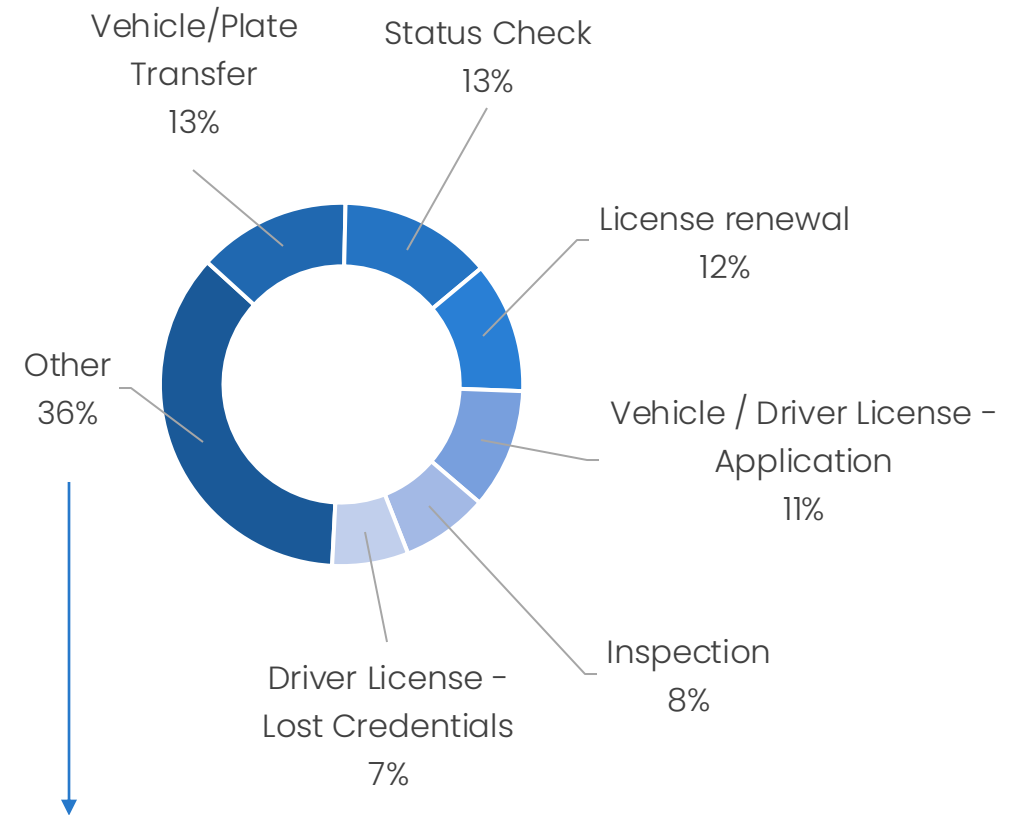
Licensing



Skip the Trip: Troubleshooting Requests

Whereas half of the inquiries for TLC Licensing staff related to application/renewal status last quarter, this quarter saw a more balanced assortment of requests. Vehicle/plate transfer and inspection requests remained consistent.

Type of Inquiry



Other inquiries included: Update license information, lease-to-own application, medallion storage or transfer inquiry, other license storage inquiry, new plate letter, and ODRC/NYLAG inquiry.

Prosecution

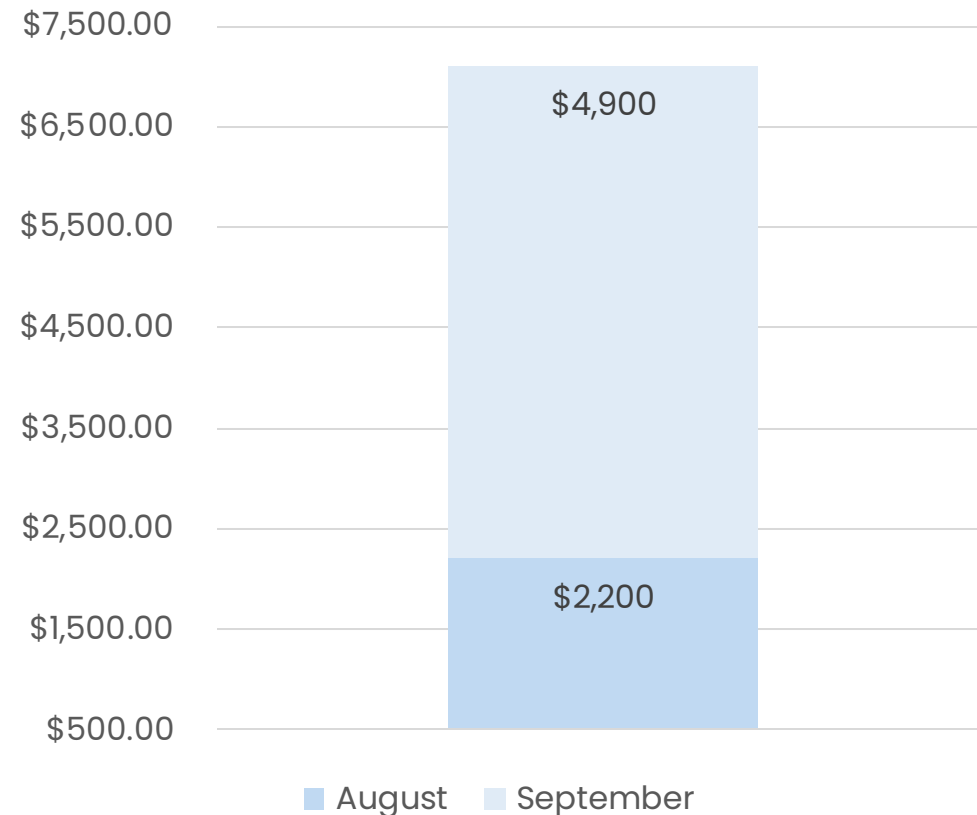


Note: Monetary amounts reflect settlements offered to licensees to achieve compliance.

Back On the Road: Settlement of TLC Violations

When the CrowdStrike-related IT outages affected our operation in July, Prosecution offered alternative pathways to resolution to accommodate requests. September's event in Manhattan saw a record number of requests, generally settlements of violations, allowing drivers to get back on the road.

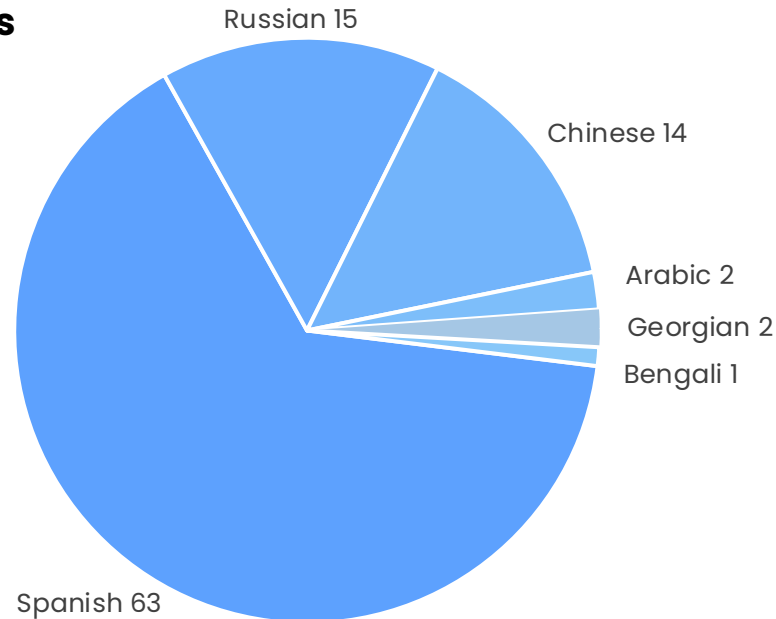
Settlements Offered



Language Access

Note: All attendees can request a language other than English, but not all require TLC's language access services.

Requested Languages



Key Insights

Resource Allocation

Spanish, Russian, and Chinese represented the most requested languages. TLC's language access coordinator tends to satisfy a number of Spanish requests on site, referring Russian and Chinese to the agency's vendor.

Maximizing Staff Skills

Requests for languages other than English continue to prove a vital component to delivering effective service at Van Hailin'. While less-requested languages continue to fluctuate, access to them remains essential.

Q3 2024

July 2024

+ Resource Fair

Bronx

Van Hailin' in Soundview

Justice Sonia Sotomayor Community Center
1824 Bronxdale Ave, Bronx, NY 10462



Districts

City Council District 18
State Senate District 36



Elected Partners

City Councilmember Amanda Farías
State Senator Nathalia Fernandez



Left and right: Attendees engage with resources and TLC services
Middle: Senator Nathalia Fernandez, TLC Commissioner David Do, Councilmember Amanda Farías

July 2024

Resource Partners



Left and right: Resource partners engaging attendees

CITY RESOURCES

- Commission on Human Rights (**CCHR**)
- Comptroller's Office
- Finance (**DOF**)
- Fire Department (**FDNY**)
- Housing Preservation & Development (**HPD**)
- Immigrant Affairs (**MOIA**)
- Parks & Recreation (**Parks**)
- Public Engagement Unit (**PEU**)
- Small Business Services (**SBS**)
- Social Services (**DSS**)
- Transportation (**DOT**)
- Youth & Community Development (**DYCD**)

FEDERAL RESOURCES

- Social Security Administration (**SSA**)

COMMUNITY-BASED RESOURCES

- BronxWorks
- LiveOnNY

CORPORATE RESOURCES

- Citizens Bank
- Con Edison (**ConEd**)

August 2024

Brooklyn

Van Hailin' in East Midwood

The Bridge Multi-Cultural & Advocacy Project
1894 Flatbush Ave, Brooklyn, NY 11210



District

City Council District 45



Elected Partner

City Councilmember Farah Louis



Resource Partner

Con Edison (ConEd)

VAN HAILIN'

September 2024

+ Resource Fair

Manhattan

Van Hailin' in the Lower East Side

Grand St. Settlement, Essex Crossing Community Center
175 Delancey St, 4th floor, New York, NY 10002



Elected Partner

Manhattan Borough President
Mark Levine



Left Deputy Manhattan Borough President Keisha Sutton-James, TLC Commissioner David Do, Grand Street Settlement CEO Robert Cordero

Middle and right: Attendees engage with resources and TLC services

September 2024

Resource Partners



Left and lower right: Attendees engage with resources
Upper right: TLC Commissioner David Do, Deputy Manhattan Borough President Keisha Sutton-James; Brooklyn Children’s Museum CEO Atiba Edwards, Grand Street Settlement Robert Cordero

CITY RESOURCES

- Buildings (**DOB**)
- Commission on Gender Equity (**CGE**)
- End Domestic and Gender-Based Violence (**ENDGBV**)
- Fire Department (**FDNY**)
- Housing Preservation & Development (**HPD**)
- Immigrant Affairs (**MOIA**)
- Public Engagement Unit (**PEU**)
- Social Services (**DSS**)
- Transportation (**DOT**)

FEDERAL RESOURCES

- Social Security Administration (**SSA**)

COMMUNITY-BASED RESOURCES

- Center for Independence of the Disabled (**CIDNY**)
- Grand Street Settlement
- Henry Street Settlement

NYC HEALTH + HOSPITALS RESOURCES

- Gotham Health
- MetroPlus

On the Go!

July: Ridgewood, Queens
September: Kips Bay, Manhattan



Van Hailin' On the Go!

Van Hailin' has expanded to include a public-facing program aimed at raising awareness around passenger safety. This quarter saw TLC's outreach team speak with community members in Queens and Manhattan.

Milestones



July 2024

September 2024

**Launching
October 2024**

**Future
Milestones**

New Record for Drug Tests Administered

At July's Bronx event in Soundview, TLC's Licensing staff processed a record 204 licensees seeking to conduct their annual drug test at the outreach event, representing a new high.

New Record for Prosecution Requests

At September's Manhattan event in the Lower East Side, TLC's Prosecution staff were able to work with a record 42 licensees seeking settlements on violations, among other requests.

Developing the new Van Hailin' App

This year, TLC's Community Affairs staff will implement their new Van Hailin' application, allowing TLC staff further ease and efficiency in providing services on site.

TLC On Site

Finance

The Finance division's responsibilities include overseeing the agency's budget and procuring goods and services.. At Van Hailin', licensees can request to pay fines and dues through the on-site cashier.

Licensing & Standards

The Licensing and Standards division oversees the processing of various transactions and operation of units for bases and other businesses, vehicles, driver licensing, the call center, customer service, and compliance, as well as the education unit. At Van Hailin', staff provide a variety of services.

Operations, People, & Innovation

The Operations, People, & Innovation division supports day-to-day operations and manages emergency preparedness and response. At Van Hailin' staff members from the unit's Information Technology, Facilities, Fleet, and Training all play an integral role in operating a Van Hailin' event.

Policy & Community Affairs

The Policy & Community Affairs division spearheads new projects and initiatives within TLC. Policy manages large research projects and pilot programs while Community Affairs distributes communications, interfaces with elected officials, and develops and implements outreach programs like Van Hailin'.

Legal Affairs – Prosecution

The Prosecution unit within the Legal Affairs Division is responsible for adjudicating TLC rules through the issuance of settlements and penalties. At a Van Hailin' event, licensees can request a settlement for a violation in which they will plead guilty but pay a reduced penalty. Prosecution also answers specific questions that pertain to settlements for licensees.

Uniformed Services Bureau

The Uniformed Services Bureau (USB) division's primary mission is to maintain public safety by deterring illegal operation of unlicensed vehicles and ensure compliance of all safety and emissions standards. Licensees can ask on-site officers and inspectors about best safety practices at a Van Hailin' event. USB also helps ensure that Van Hailin' runs successfully and smoothly.

Office of Community Affairs

General Information

T: (212) 676-1075

E: communityaffairs@tlc.nyc.gov

Partnerships

E: freemanta@tlc.nyc.gov

Logistics

E: burnscam@tlc.nyc.gov



Audra Palacio
Assistant Commissioner



Dylan Cepeda
Director



Benzel McClellan
Policy Analyst



Camiele Burns
Policy Analyst



David Renz
Senior Outreach
Specialist



Jin Moon
Language Access
Coordinator



Taylor Freeman
Media & Outreach
Specialist



Jake Torres
Intern

Partners



Assembly Member District 87
Karines Reyes, RN



Office of New York City
Council Member
Amanda Farias



Donovan Richards Jr.
QUEENS BOROUGH PRESIDENT



Grand Settlement



NYPD



NYC Parks



Office of Council Member
Carmen De La Rosa
The Council of the City of New York

Front cover: Dickson Porras of TLC's Information Technology sets up Van Hailin' tech

Back cover: Michael Stokes and Rebecca Harschbarger of TLC's Safety & Emissions and Education units, respectively, seen sharing resources at Van Hailin'



Thank You