

# Annual Report on Language Access Implementation for Calendar Year 2021

NYC Taxi and Limousine Commission  
3/31/2022



This annual report provides an update on the agency's implementation of its Language Access Implementation Plan, as required by Local Law 30 (2017). The report covers activity during Calendar Year 2021.

This report also addresses updates for agencies covered by Local Law 73 (2003).

## Section 1: Agency Information

<b>Agency name</b>	<b>NYC Taxi &amp; Limousine Commission (TLC)</b>
<b>Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual.</b>	<b>Jinsuk Moon, Language Access Coordinator</b>
<b>Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website.</b>	<b><a href="https://www1.nyc.gov/site/tlc/about/language_access.page">https://www1.nyc.gov/site/tlc/about/language_access.page</a></b>
<b>Year the LAIP was last updated</b>	<b>2021</b>

## Section 2: Agency Language Access Accomplishments

**Provide a bulleted list of your agency's language access accomplishments in CY 2021.**

As part of our ongoing efforts to make the licensing process more inclusive and accessible for individuals with limited English Proficiency (LEP), TLC continued to translate all industry notices, newsletters, and licensee-wide general outreach emails notifying licensees about TLC events and resources throughout CY 2021 into the City's 10 designated languages, in addition to Hindi and Punjabi.

During CY 2021, TLC translated the following licensing documents into the city's top 10 languages, in addition to Hindi and Punjabi. All the documents below were made them available on the TLC Website:

- Fitness Rules Notice
- Defensive Driving Course Requirements
- TLC Credential Replacement Instruction Sheet
- New Driver Application Drug Test Information Sheet
- Affirmation to Cancel an Active Driver License
- Worker's Compensation Compliance Requirements
- Transfer Application (Vehicle, Plate, Base Affiliation)
- Vehicle License Renewal Checklist
- For-Hire Vehicle Storage Form
- Base – Renewal Instructions & Checklist

## Section 3: New Initiatives and Ensuring Language Access

**Describe any new programs, initiatives, or campaigns your agency rolled out during 2021 and how you ensured that individuals with limited English were aware of the new programs, services, or information and able to access them.**

TLC is committed to providing quality customer service to all TLC licensees and the members of the public, including those that have limited English Proficiency (LEP). TLC licensees represent the diversity of New York City, and more than half of all drivers are immigrants and speak more than 100 different languages.

To ensure that licensees are well-informed and receive important updates about the agency's services and initiatives, TLC's External Affairs Division conducted outreach by sending emails to TLC licensees throughout the year. These informative emails were translated into the City's 10 designated languages as required by Local Law 30, in addition to Hindi and Punjabi, to accommodate the needs of our diverse licensee population.

The following are some of the policies and initiatives that TLC has implemented throughout 2021.

- **Commission Hearing Interpretation** – To ensure that licensees with LEP can understand and communicate with TLC at public Commission hearings, consecutive interpretation is available

upon request. Spanish continues to be the most requested language for interpretation by TLC licensees.

- **TLC Licensee Assault Protocol** – The Office of Inclusion launched a Driver Safety Initiative in 2020 to assist licensees who are victims of a crime while on the job. TLC regularly emails all TLC licensees about processes the agency has established to help any licensee who is a victim of a crime. The emails are translated into the City’s top 10 languages, in addition to Hindi and Punjabi, to ensure that all TLC licensees stay informed and are aware of what to do in case of an incident.
- **Seatbelt Decals Creation** – To comply with New York State law that was passed on November 1, 2021 that requires seatbelt messaging in all TLC licensed vehicles in English, Spanish, and Chinese, TLC created seatbelt decals that were available free of charge at its Long Island City and Woodside facilities. The decals were also made available on TLC’s website to download and print free of charge for all licensees.

## Section 4: Language Access During COVID

**If your agency reduced in-person interactions during CY 2021 due to COVID, describe the strategies your agency used to engage with New Yorkers seeking assistance and how you ensured language access (e.g. strategies may have included communicating virtually or digitally).**

- **Ensuring Language Access for All** – Throughout CY 2021, TLC continued to ensure language access to individuals with LEP by sending informative emails about its services and available resources translated into the City’s top 10 designated languages. In addition, to prevent individuals from becoming potential victims of fraud and scams by third-party non-TLC representatives, the agency is planning to post various signs at the LIC facility notifying the public about the various services and assistance that the agency offers. These signs were translated into the top 10 languages and informs the public about the availability of free interpretation services, assistance with applications, settlements, licensing transactions, or any questions by phone and in-person with a TLC staff member at the customer service window in LIC.
- **Secondary Vendor for Interpretation** – TLC secured a second vendor to conduct high quality rush translations for documents containing information that is time-sensitive and needs a quick turnaround.

## Section 5: Goals

Describe progress your agency made on the language access goals listed in your most recent Language Access Implementation Plan (LAIP). List any additional language access goals for CY 2022. [Add rows as needed].

Goals listed in LAIP	Status update	Next milestone and timeframe
Provide most commonly distributed licensing forms in the top 10 languages, Hindi, and Punjabi	Sent emails on industry notices, health mandates, public hearings, events, reminders, parking rules, and other announcements and completed the translations for licensing documents.	Ongoing through 2022
Provide translations on TLC's online platforms TLC UP and LARS	Ongoing	2023
<b>Additional goals for CY2022</b>		
Resume in-person interpretation events in addition to also expanding virtual consecutive interpretation (as needed) for Commission hearings	Commission hearings continue to be held virtually via Zoom with consecutive interpreters made available by request.	Ongoing through 2022, will phase to in-person hearings spring 2022
Translate Style Guide and Agency Glossary into other languages	Currently the Agency Glossary has been translated into Arabic and simplified Chinese. Spanish will be reviewed for any significant updates and will also work on a Korean Glossary.	Ongoing through 2022
Develop agency-wide online Language Access Training	Currently working with the agency's training team and senior leadership.	Ongoing through 2022
Develop a Language Access Strategic Plan	Currently conducting assessments to understand how units/departments are implementing LL30 and advancing language access.	Ongoing through 2022