

2022 Annual Language Access Report for Fiscal Year 2023

NYC Taxi and Limousine Commission

10/16/2023



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 Fiscal Year 2023 (July 1, 2022 – June 30, 2023).

Section 1: Agency Information

Agency name	NYC Taxi and Limousine Commission
Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual.	Jinsuk Moon, Language Access Coordinator, COOP Liaison
Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website.	https://www.nyc.gov/site/tlc/about/language_access.page
Year the LAIP was last updated	2021

Section 2: Agency Language Access Accomplishments

Provide a bulleted list of your agency's language access accomplishments in FY23.

- Provided Language Access training to public-facing units within the agency.
- Created the Language Access Strategic Plan for the agency.
- Expanded multilingual resources by creating a poster with a QR code in public-facing facilities that directs applicants and licensees to the page with documents translated into the top 10 languages.
- Partnered with the TLC Education Services Unit to create a Glossy of Terms for TLC licensees translated into the top 10 languages.
- Translated Disability Tips on Blind & Low Vision, Deaf & Hard of Hearing, Intellectual & Developmental, Physical & Ambulatory, and Speech into the top 10 languages.
- Created an informative E-Hail Flyer for outreach events that was translated into the city's top 10 designated languages.
- Translated the TLC Driver Educational Renewal Course & Vision Zero Presentation into the city's top 10 languages to ensure that applicants can take the course and understand the presentation in the languages they speak.
- Created Accessible Dispatch/Car seat/Driver Expense Survey
- Wheelchair Accessible Vehicle (WAV) Decals were created and translated into the top 10 languages.
- Conducted multilingual community reach at senior community centers, community boards, and events hosted through partnerships with other city agencies and nonprofit organizations.
- Increased access to language services at hearings, outreach, and in-person events.

Section 3: New Initiatives and Ensuring Language Access

Describe any new programs, initiatives, or campaigns your agency rolled out during FY23 and how you ensured that individuals with limited English were aware of the new programs, services, or information and were 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 Office of External Affairs conducted extensive outreach by attending events in-person and 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 to accommodate the needs of our diverse licensee population. The outreach locations were also assessed in advance to ensure coverage for all languages frequently spoken in the region.

The following are some of the policies and initiatives that TLC has implemented throughout FY 2023.

- **Commission Hearing Interpretation** – To ensure that licensees with LEP can understand and communicate with TLC at public Commission hearings, both virtual and in-person consecutive interpretation services were provided upon request. Spanish continues to be the most requested language for interpretation by TLC licensees.
- **TLC Licensee Assault Protocol** – TLC’s Office of Inclusion continued to assist and inform licensees of resources and processes the agency has established to help any licensee who is a victim of a crime. Upon request, phone interpretation was facilitated to communicate with the victims to ensure they stay informed and are aware of what to do in case of an incident.
- **Wheelchair Accessible Vehicle (WAV) Securement Tips Decal Creation** – To inform TLC licensees on how to properly secure wheelchairs, a securement tips decal was created and the instructions were translated into the top 10 languages. The decal is compliant with the guidelines set by the Americans with Disabilities (ADA) and available free of charge at its Beaver and Woodside facilities.
- **Van Hailin Mobile Outreach** – TLC launched Van Hailin, its mobile outreach program on March 2023 as part of a community initiative to improve customer service and enhance the licensee experience by allowing them to perform a variety of transactions that would otherwise require licensees to visit TLC’s offices in Long Island City. The mobile van travels to all five boroughs and meets with licensees in their communities to provide a one-stop-shop where team members from various TLC units can assist the licensee, provide useful resources, and answer any questions. To ensure meaningful access to services for licensees that are non-English speaking or have limited English proficiency, the Language Access Coordinator was present during the event to facilitate interpretation services both in-person through bilingual staff and by phone through Language Line.

Section 4: 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 FY24. [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	Sent emails on industry notices, public hearings, events, reminders, parking rules, and other announcements and completed the translations for licensing documents.	Ongoing
Provide translations on TLC’s online platforms TLC UP and LARS	How-To-Guide for TLC Up and LARS have been translated into top 10 languages and Hindi and Punjabi	2023

Additional goals for FY24		
Resume in-person interpretation events in addition to also expanding virtual consecutive interpretation (as needed) for Commission hearings.	In-person Commission hearings have resumed but can also be held virtually via Zoom with consecutive interpreters made available by request.	Ongoing
Translate Style Guide and Agency Glossary into other languages.	Complete and have been translated into the city's top 10 languages.	2023
Develop agency-wide Language Access Training.	Complete	Ongoing
Develop a Language Access Strategic Plan	Complete	2023
Add new languages to the Kiosks and the queue announcements at public-facing facilities.	The vendor is currently in the process of updating their internal system and will reach out when they are complete.	Ongoing through 2024
Develop Language Service plan for emergencies.	TBD	Ongoing through 2024
Make Language Services more accessible during public outreach events.	TBD	Ongoing through 2024
Provide Language Access training to staff in all public-facing units.	Training has been provided to External Affairs, Policy, and Public Relations unit so far. Available in-both in-person or remotely via Microsoft Teams	Ongoing through 2024