

DRIVER PROTECTION UNIT (DPU)

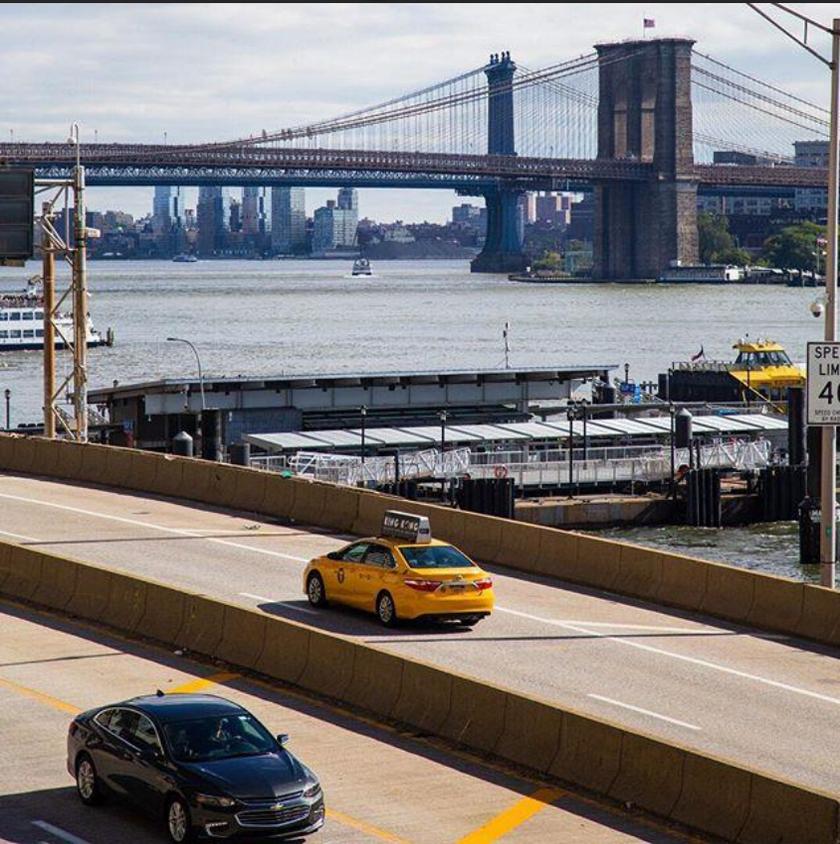
NEW YORK CITY TAXI & LIMOUSINE COMMISSION

DELAYS
94 ST TO
42 ST

SPEED
LIMIT
40
SPEED CHECKED
BY RADAR



Background



- Created in 2012
- DPU has evolved to significantly expand its scope to ensure greater driver protection
- DPU provides regular drivers' rights trainings and collaborates with other agencies to meet the needs of the drivers it serves
- To date, DPU has helped drivers get back more than \$3.2 million

Filing a Complaint



- 311
- DPU Hotline: (718) 391-5539
- DPU E-mail: driverprotection@tlc.nyc.gov
- Walk-ins
- Referrals

Complaints Handled by DPU



The DPU handles complaints filed by drivers against other TLC licensees (medallion owners, for-hire vehicle owners, leasing companies, technology service providers, base owners, and garages) for TLC rule violations involving:

- Driver Pay
- Lease Overcharges
- Required Documentation (Receipts/Leases)
- Identity Theft
- Fraud
- Retaliation

Complaint Process



- Investigate
 - Interview complainant
 - Review data
 - Issue directive to Respondent for documents
 - Require Respondent to appear at TLC
- Prosecute
 - Issue summons and conduct hearing/trial or
 - Guilty plea and settlement with penalties and/or restitution, where applicable
- Resolve
 - Require Respondent to right wrong and make complainant whole
 - Require proof of compliance with TLC rules from Respondent

DPU Case Outcomes



- DPU investigation against former licensee fraudulently using drivers' identities to lease and operate medallions led to apprehension of former licensee by NYPD
- DPU prosecution of vehicle owner for fraudulently naming complainant as vehicle driver on traffic violations resulted in owner transferring violation out of driver's name, payment of violations, owner vehicle license surrender, and fine
- DPU prosecution of garage for failing to pay driver for several months resulted in guilty plea, fine, and restitution to driver for thousands of dollars
- DPU investigation of driver pay by technology service provider resulted in payment of over \$20,000 in fares owed to driver
- DPU prosecution of leasing company, which fraudulently used driver's signature to extend a lease, led to a fine, suspension, and finding of guilt for fraud, misrepresentation, theft, and retaliation after a hearing

Driver Support & Outreach



- Drivers' Rights presentations at houses of worship and community centers throughout New York City on a regular basis
- Collaboration and partnership with other agencies to increase support for drivers
- Consultation and cooperation with Drivers' groups and advocates regarding driver issues and complaints to meet drivers' needs
- Referrals to free legal services