



The TLC Owner/Driver Resource Center (O/DRC)

Frequently Asked Questions

1. What services does the TLC Owner/Driver Resource Center provide?

- The O/DRC seeks to provide a space where drivers feel comfortable obtaining legal services, referrals for the Driver Protection Unit (DPU) and financial services referrals, as well as application support for public benefit assistance. We have also established health and wellness partnerships and can connect clients to our wellness partners.

2. Legal Services:

- The O/DRC connects medallion owners with our contracted legal service provider. Legal services are FREE to all eligible medallion owners.
- Legal services provided \$472 million in debt relief for over 2,000 medallion owners under the Medallion Relief Program.
- Our legal service provider assists medallion owners holistically by aiding them with various legal issues related to their medallion as well as providing legal expertise on estate planning, credit card, debt, creating an LLC or corporation, and more.
- This service is currently only available for small business medallion owners with 6 or fewer medallions.
- Legal Services are offered by appointment on Tuesdays and Wednesdays, and by walk-in on Thursdays.
- Legal Services does not include:
 - TLC Settlement/Summonses (other general TLC related inquiries)
 - OATH Summonses

3. Driver Protection Unit

- The Driver Protection Unit (DPU) defends the rights of all taxi and for-hire vehicle drivers. The Unit investigates complaints submitted by TLC licensees that allege illegal conduct including:
 - Failure to pay driver earnings for a completed trip
 - Failure to return a driver's security deposit
 - Failure to provide drivers with copies of documents required under TLC rules, including leases and receipts
 - Overcharge of lease or vehicle purchase amounts
 - Acts of identity theft
 - Retaliation for filing a complaint with the TLC
 - This unit also reviews New York City Taxi and Limousine Commission rules to improve drivers' rights and regularly provides Drivers' Rights training throughout New York City.
 - DPU mediates between TLC licensees on various matters.

4. Financial Counseling Referrals

- O/DRC can refer drivers and licensees to the Financial Counseling services offered through the NYC Department of Consumer and Worker Protection (DCWP).



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- DCWP’s NYC Financial Empowerment Centers can assist with:
 - Debt reduction
 - Managing and strengthening credit scores
 - Managing budget
 - Balancing bank accounts: personal checking/savings
- NYC Financial Empowerment Centers do not:
 - Provide financial grants to licensees
 - Work as a “reserve” or “lender”

5. Public Benefits Support

- Licensees can receive assistance applying for public benefits through ACCESS HRA ([Login \(nyc.gov\)](https://nyc.gov)) at the O/DRC.
- Such benefits include:
 - SNAP (Food Stamps)
 - Cash Assistance
 - Fair Fares
 - HEAP
 - Medicaid
 - City FHEPS
 - Child Support

6. Health and Wellness Services

- Medallion Owners, licensees and drivers are welcome to seek support through a virtual Express Care option or as a walk-in at the Wellness Room (located in the waiting room at the TLC’s Long Island City’s office) on Tuesdays-Thursdays from 11am-2pm.
- NYC Health + Hospitals Express Care kiosk is designed to, virtually, connect clients with live professionals that can assist with physical health needs as well as mental wellness services if drivers need assistance.
- Express Care is a fast, easy, affordable, and low-cost option for you to speak with a doctor, or counselor.

7. Additional Resources/Services

- General O/DRC and Programs Division inquiries
- Medallion Relief Program (MRP) Questions
- Taxi Improvement Fund (TIF) Payment Inquiry/Referral
- Questions regarding Annual Medallion Disclosure Statement
- O/DRC Legal Services Workshops

8. How do I book an appointment?

- You can book an appointment on the Owner/Driver Resource Center website at <https://portal.driverresourcecenter.tlc.nyc.gov> .
- If you experience issues with scheduling an appointment, please contact driversupport@tlc.nyc.gov or call 718-391-5511 and provide details of your issue.



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9. Do I need an account to book an appointment?

- No, you do not need an account to book an appointment. You will be able to access your scheduled appointments on our portal page at any time.

10. How do I reschedule or cancel my appointment?

- Go to the Driver Resource Center website at <https://portal.driverresourcecenter.tlc.nyc.gov> and click “cancel my appointment.”
- Once you cancel your appointment you can book another appointment with the same service by selecting “schedule an appointment.”

11. Can I book multiple appointments?

- Yes, you can book multiple appointments if they are for different services.
- Clients can only book **one** appointment per service at any time.

12. How do I make a follow-up appointment?

- You can schedule your follow-up appointment through our webpage at <https://portal.driverresourcecenter.tlc.nyc.gov>.