

Office of Inclusion



NYC[®]
Taxi & Limousine
Commission

2020

**Annual
Report**



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Letter from The Commissioner



ALOYSEE HEREDIA JARMOSZUK
Commissioner and Chair,
NYC Taxi & Limousine Commission

Dear New Yorkers,

I am pleased to share with you the second annual report of the New York City Taxi and Limousine Commission's (TLC) Office of Inclusion. TLC's commitment to equity includes efforts on behalf of members of a diverse riding public and TLC Licensees, 90% of whom are immigrants. The Office of Inclusion works to ensure that passengers and drivers are entitled to mutual respect as they move around our great city.

In New York City, no one can be denied a ride in a taxi or for-hire vehicle based on their race, ethnicity, cultural background, religion, disability, or sexual orientation. Unfortunately, these protected classes have historically been denied equitable taxi and for-hire vehicle service. The Office of Inclusion encourages members of the public to report service refusals or other discriminatory behavior so the TLC can take immediate action.

This past year we saw unprecedented change in the city and our country, and the Office of Inclusion adapted quickly. In the wake of the COVID-19 pandemic, the TLC investigated 311 complaints regarding failure to observe public health rules, including the requirement that Licensees and passengers wear masks. COVID-19 remains a persistent public health issue and the TLC continues to monitor COVID-specific complaints to ensure that passengers and drivers can travel safely.

TLC also launched a Licensee Safety Initiative in July 2020 to advocate for TLC Licensees. The Licensee Safety Initiative assists Licensees who have been the victim of a crime, guiding them through the criminal investigation and prosecutorial process and connecting them with available resources. Additionally, TLC Enforcement obtains weekly updates from the NYC Police Department (NYPD) on case progress and an Inclusion staffer shares that information with Licensees. Assaulting a TLC Licensee while they are on duty carries severe penalties upon conviction.

All passengers and TLC Licensees deserve a safe ride with mutual respect, and the Office of Inclusion will continue to promote diversity and cultural sensitivity, protecting the rights of all New Yorkers.

Sincerely,

Aloysee Heredia Jarmoszuk
TLC Commissioner

Message from The Director



MALCOLM CAIN
Director, Inclusion and
External Affairs

The Office of Inclusion was created by the TLC pursuant to Local Law 219 of 2018 to ensure the riding public receives equal and courteous service from all TLC Licensees. The Office of Inclusion's main goals are to: 1. Reduce and ultimately eliminate service refusals; 2. Develop and implement anti-bias training for all TLC Licensees; 3. Encourage members of the public to file complaints via 311 when denied service or when they have experienced discrimination related to a for-hire trip; and 4. Provide resources and support to TLC-Licensed drivers who are victims of a crime. The Office of Inclusion meets these goals through passenger outreach, Licensee engagement, and education. Because TLC Licensees also experience discrimination, our mission includes building a culture of mutual respect around the driver and passenger experience.

In February 2020, the TLC launched a public awareness campaign to encourage the riding public to file a 311 complaint if they are denied service by a TLC Licensee or experience discrimination. The public awareness campaign is visible on social media, bus shelters, trains, LinkNYC, TaxiTV, and the Staten Island Ferry. Also in 2020, the TLC strengthened its relationships with the disability community and expanded its stakeholder network to better understand how the TLC and Licensees can be more responsive to different types of disabilities. We will continue these partnerships in order to engage in dialogue, receive feedback, and improve accessibility.

In July 2020, the TLC implemented the Licensee Safety Initiative to support drivers who are the victims of crime while they are on duty. The Office of Inclusion connects Licensees to the New York State's Office of Victim Services (OVS), which provides financial assistance for medical and counseling expenses, as well as lost wages. The TLC Owner/Driver Resource Center (ODRC) also provides a wide array of services, including mental health service referrals. Additionally, TLC Enforcement contacts NYPD to receive updates about an investigation and then informs Licensees. Assaulting a TLC Licensee while they are working carries stiff penalties upon conviction.

The Office of Inclusion recognizes that New York City's greatest attribute is its diversity of residents and visitors alike, and our work ensures that the for-hire transportation experience is equitable for all.

Sincerely,

Malcolm Cain Jr.
Director of Inclusion and External Affairs

Local Law 219

The Office of Inclusion (OOI) was created by the Taxi and Limousine Commission pursuant to Local Law 219 of 2018, to ensure the riding public receives equal and courteous service from taxis and for-hire vehicles. Our mission is to reduce and ultimately eliminate service refusals and to ensure that no one is discriminated against by a TLC-Licensed driver.

The TLC Office of Inclusion recognizes that New York City's greatest strength is its diversity of residents and visitors alike. Anyone who believes they have been subject to discrimination from a TLC Licensee is encouraged to file a 311 complaint.

In addition to what is required by local law, OOI helps drivers who experience discrimination on and off the road by connecting them to resources from the City Commission on Human Rights (CCHR), which investigates, and acts against such abuses. The TLC also launched the Licensee Safety Initiative in July 2020 to advocate for NYC's essential workers. This initiative assists TLC-Licensed Drivers who have been a victim of crime by connecting them to curated resources and programming. An OOI analyst will guide drivers throughout the criminal investigation and prosecutorial process.

The TLC Office of Inclusion's main goals are to:

1. Reduce and ultimately eliminate service refusals.
2. Develop and implement anti-bias training for all TLC Licensees.
3. Encourage members of the public to file 311 complaints when denied service or subject to discrimination.
4. Provide resources and support to TLC-Licensed Drivers who are victims of crime.

Driver Outreach

The Office of Inclusion (OOI) regularly attends events hosted by community-based organizations, City agencies, and elected officials. OOI also co-hosts events with TLC's External Affairs Department to inform driver about our mission and provide helpful resources if a Licensee experiences discrimination.

While the COVID-19 pandemic restricted the ability of TLC to attend in-person events in 2020, OOI still participated in 11 outreach events focused on Licensees. An important part of OOI's outreach efforts included providing "Protect Your License" palm cards to Licensees, which informs them about TLC's service refusal rule and consequences for discrimination against passengers.

Protect Your TLC License

If you are on-duty, you must pick up passengers, regardless of their race, ethnicity, gender, sexual orientation, disability, or destination.



Driver-facing events in 2020

- January 22nd** Commuter Van Driver Resource Fair, Brooklyn
- January 26th** Sikh Center Resource Fair, Queens
- January 29th** Councilmember Rodriguez's Constituent Service Night, Manhattan
- February 1st** Councilmember Dromm's Lunar New Year Resource Fair, Queens
- February 7th** Small Business Services (SBS) Resource Fair, Staten Island
- February 12th** TLC in Your Borough, Staten Island
- February 19th** New York State Office of Victim Services (OVS) Presentation, Brooklyn
- February 26th** Councilmember Rodriguez's Constituent Service Night, Manhattan
- March 4th** Small Business Services (SBS) Fair, Brooklyn
- March 4th** OpenData Workshop, The Bronx
- March 5th** TLC's Orientation on E-ZPass, Manhattan

Driver Assault/ Victim Support

The Office of Inclusion (OOI) launched the Licensees Safety Initiative in July 2020 to assist TLC Licensees who are victims of a crime while on the job. This initiative was created to advocate for TLC Licensed Drivers, who are truly among NYC's essential workers.

When notified of a crime against a Licensee, TLC staff contacts the Licensee to get more details regarding the incident. OOI then connects the Licensee to the New York State Office of Victim Services (OVS), which provides help with medical bills, lost wages, and other appropriate resources. If a driver has difficulty accessing needed resources, staff proactively assists the Licensee to

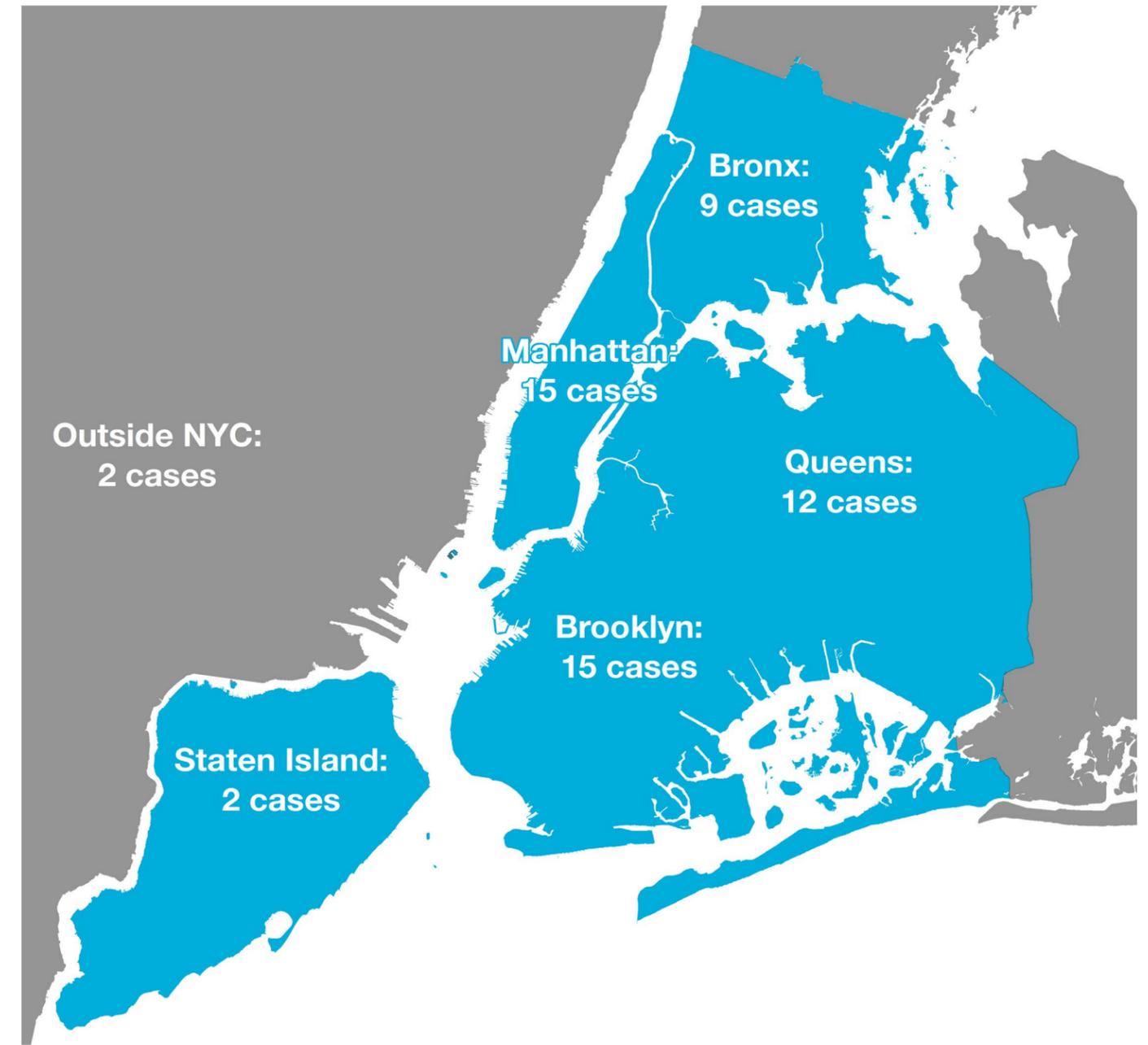
ensure they can complete any application processes.

OOI also serves as a point of contact for drivers and the criminal justice system. TLC's Enforcement Division works with NYPD to obtain case updates and an OOI staffer alerts the Licensee of their case's progress, including whether the case goes to trial. Assaulting a TLC Licensee while on duty carries severe penalties upon conviction. From the beginning of the initiative in July 2020 to December 2020, OOI assisted 62 Licensees who suffered physical assault, verbal assault, or property damage.

Case Breakdown by Location (July 2020-Dec 2020)

Location	Total Cases
Bronx	9
Brooklyn	15
Manhattan	15
Queens	12
Staten Island	2
Long Island	1
New Jersey	1
Unknown	7
Total	62

Licensee Assault Cases by Borough July 2020 - December 2020



Passenger Outreach

TLC's Office of Inclusion (OOI) attends events hosted by City agencies and community-based organizations to ensure the public is aware of the importance of filing a service refusal complaint. During these events, staff provide an overview about OOI and explain what a service refusal is and how to file a complaint.

Due to COVID-19, our passenger outreach efforts in 2020 were mainly focused on assuring the health and safety of the riding public. We shared NYC Department of Health and Mental Hygiene (DOHMH) guidelines with drivers and passengers through social media, website content, and LinkNYC kiosks. In addition, OOI created a Vehicle Safety Page on the TLC website so passengers were aware of how TLC-licensed vehicles were adhering to DOHMH and Centers for Disease Control and Prevention (CDC) recommendations.

Tips for Filing Complaints

- Get the medallion number or license plate number
- Exact location of incident (cross streets) and/or address
- Date and time of incident
- Any time-stamped photos
- Any identifying information about the vehicle (yellow, green, wheelchair accessible, etc.)



OOI has attended 19 passenger facing events in 2020

- January 7th** NYCHA Tenant Association Meeting at the Marlboro Houses
- January 8th** 2020 OEM Symposium: Community Preparedness
- January 23rd** TLC's Disability Etiquette and Awareness Presentation at the Mayor's Office of People with Disabilities (MOPD)
- February 5th** Manhattan Community Board 8 Transportation Committee Presentation
- February 7th** Brooklyn Family Support Services Advisory Council Resource Fair
- February 7th** OOI Presentation to The Civics League for People with Disabilities
- February 11th** NYCHA Tenant Association Meeting at the Woodside Houses
- February 11th** TLC's Disability Etiquette and Awareness Presentation at the MTA
- February 12th** NYCHA Tenant Association Meeting at the Ravenswood Houses
- February 24th** NYCHA Woodside Cluster Meeting
- February 25th** NYCHA Tenant Association Meeting at the Stapleton Houses
- February 27th** District 20 Pre-K Touch-A-Truck Event
- March 9th** City Commission on Human Rights Forum on Racism & Xenophobia Amid the COVID-19 Outbreak
- March 11th** CCHR's Forum on Racism & Xenophobia Amid the COVID-19 Outbreak
- April 12th** OOI Presentation to the Brooklyn Center for the Independence of the Disabled
- June 12th** OOI Presentation to the American Council for the Blind
- July 7th** OOI Presentation to the Self Advocacy Association of New York State
- July 28th** TLC/MOPD ADA 30th Celebration-Wheelchair Accessible Taxi and For-Hire Vehicles in NYC
- December 16th** OOI presentation to Women on Wheels (WOW)

Accessibility Outreach

In 2020, the Office of Inclusion (OOI) trained all TLC staff on disability etiquette and awareness to foster a better understanding of inclusive communication and considerations for persons with disabilities. This focus furthers our mission to create sensitivity and facilitate positive interactions and inclusivity in the workplace.

OOI also had the opportunity to create new alliances with a variety of disability advocacy groups, such as the American Council for the Blind and the Self-Advocacy Association of New York State. The team actively engaged these groups to share information and to gain a better understanding of different types of disabilities and the needs of more inclusive communities.

Key TLC initiatives that support accessible transportation for all include:

1. FHV Accessibility Rules require all car services bases doing business in NYC (including apps like Uber, Lyft, & Via) to provide wheelchair-accessible service.
2. Accessible Dispatch Program provides yellow and green taxi services throughout the five boroughs with accessible cabs.
3. Service Refusal Campaign informs passengers about their rights on how to make a complaint, and what they can do if a taxi or app driver refuses to pick them up and take them where they want to go.

Advocacy groups we presented to:

Brooklyn Family Support Service Advisory 4th Annual Super Resource Fair

Civic League for Disability Rights

Brooklyn Center for Independence of the Disabled

Self-Advocacy Association of New York State

TLC/MOPD ADA Celebration

Women on Wheels



WHY DOES MY DISABILITY MATTER? I JUST WANT TO GET ACROSS TOWN.

SERVICE REFUSAL.
IF YOU REPORT IT, WE CAN STOP IT.

CALL 311 OR DOWNLOAD THE 311 APP TODAY.

Yellow cab, green can, livery, Uber, Lyft, or Via, it is illegal for TLC-licensed drivers to refuse to drive passengers based on their race, gender, sexual orientation, religion, disability, or destination.

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Complaint Statistics & COVID Impact

Due to reduced economic activity resulting from the COVID-19 pandemic in 2020, passenger demand fell and trip volume decreased significantly compared to prior years.

All consumer complaints—including inclusion complaints— saw a ~70% decline compared to 2019. The lower number of complaints is likely the result of the decreased number of overall trips.

Additionally, in more than half of the months of 2020, inclusion complaints made up a greater proportion of overall consumer complaints than they did in 2019. This may in part be explained by an increase in service refusals by payment method.

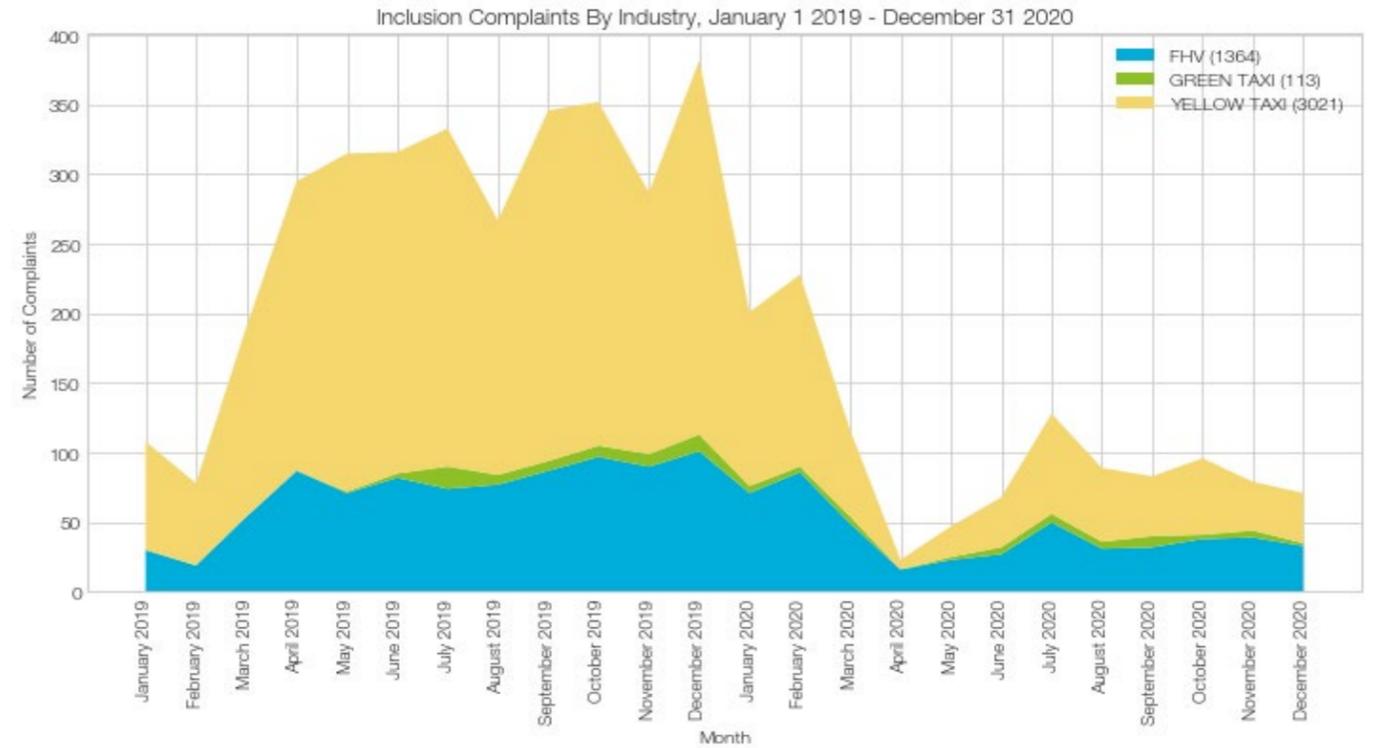
Inclusion Complaint:

Specific 311 consumer complaint that alleges a service refusal and/or act of discrimination by a TLC Licensee. Whether a violation occurred will be determined after a TLC prosecutor fully investigates the entire incident.

Consumer Complaint:

311 complaints made by any member of the public alleging a violation of TLC rules and/or the Administrative Code (including, but not limited to, fare overcharges, service refusals, acts of discrimination by a TLC Licensee, broken equipment, and unlicensed for-hire activity).

Inclusion Complaints by Month and Industry



This graph shows Inclusion Complaints by month and industry for 2019 and 2020. We saw a steep decline in complaints following the start of the COVID-19 NYC lockdown in March 2020.

2020 Complaint Numbers		
	Inclusion Complaints	Total Consumer Complaints
January	202	2,263
February	230	2,247
March	116	1,242
April	23	1,168
May	47	600
June	68	458
July	128	706
August	89	680
September	83	845
October	97	828
November	79	771
December	71	768
Total	1,233	12,576

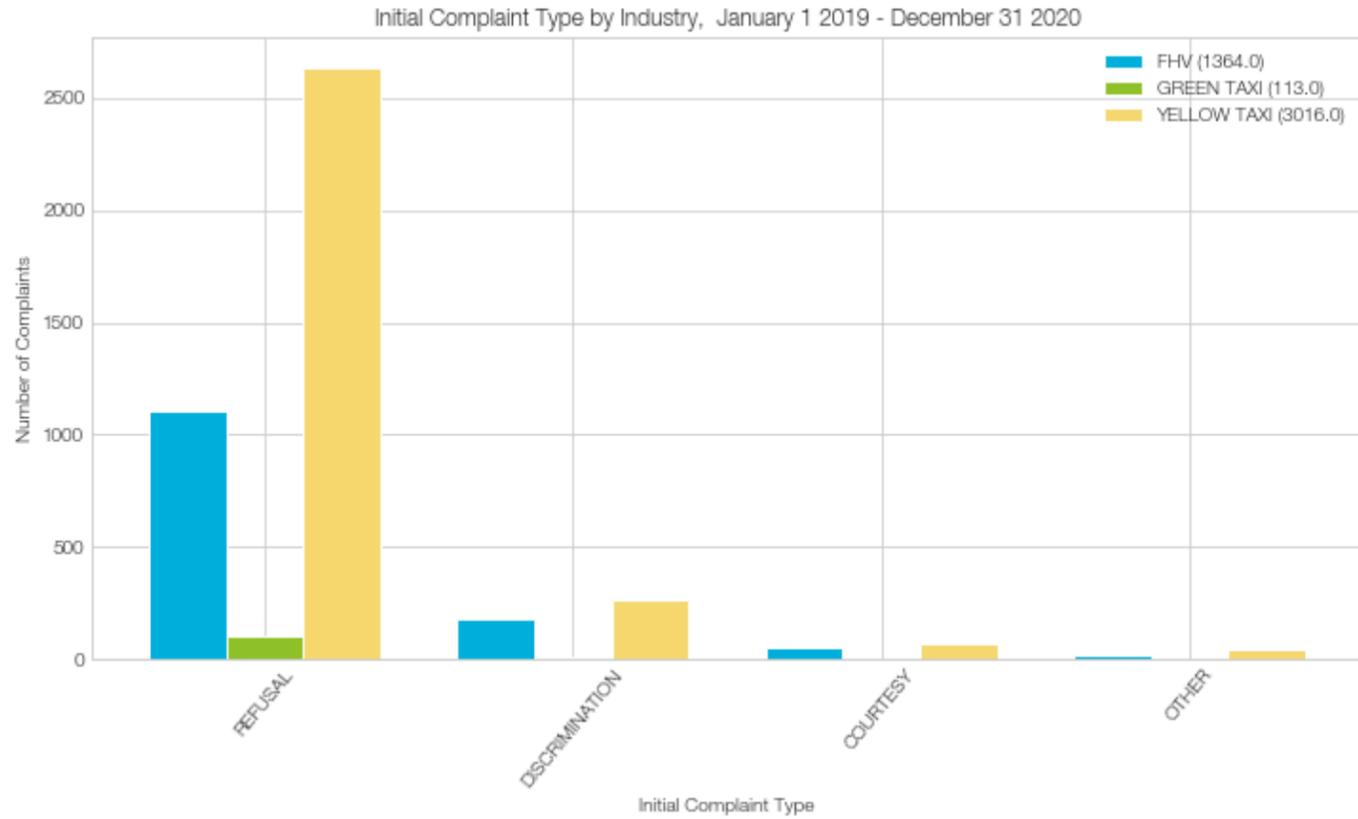
2019 v. 2010 Complaint Comparison

Although 2019 had significantly more Consumer Complaints and Inclusion Complaints compared to 2020, the percentage of Inclusion Complaints as a proportion of Consumer Complaints increased in 7 out of the 12 months.

All Consumer Complaints	2019	2020	Percentage +/- from 2019 to 2020		Inclusion Complaints	2019	2020	Percentage +/- from 2019 to 2020	
January	2,028	2,263	11.6%	2020 Increase	January	109	202	85.3%	2020 Increase
February	2,292	2,247	-2.0%	2020 Decrease	February	78	230	194.9%	2020 Increase
March	2,659	1,242	-53.3%	2020 Decrease	March	190	116	-38.9%	2020 Decrease
April	2,130	1,168	-45.2%	2020 Decrease	April	296	23	-92.2%	2020 Decrease
May	2,348	600	-74.4%	2020 Decrease	May	316	47	-85.1%	2020 Decrease
June	2,885	458	-84.1%	2020 Decrease	June	316	68	-78.5%	2020 Decrease
July	2,999	706	-76.5%	2020 Decrease	July	335	128	-61.8%	2020 Decrease
August	2,477	680	-72.5%	2020 Decrease	August	267	89	-66.7%	2020 Decrease
September	2,974	845	-71.6%	2020 Decrease	September	347	83	-76.1%	2020 Decrease
October	2,618	828	-68.4%	2020 Decrease	October	354	97	-72.6%	2020 Decrease
November	4,084	771	-81.1%	2020 Decrease	November	289	79	-72.7%	2020 Decrease
December	2,193	768	-65.0%	2020 Decrease	December	382	71	-81.4%	2020 Decrease
Total Complaints	31,687	12,576	-60.3%	Average Decrease	Total Complaints	3,279	1,233	-62.4%	Average Decrease

Inclusion Complaints by Industry and Type

This graph shows how many inclusion complaints the TLC received from January 1, 2019-December 31, 2020; the breakdown of the types of inclusion complaints; and the type of vehicle the driver was operating.

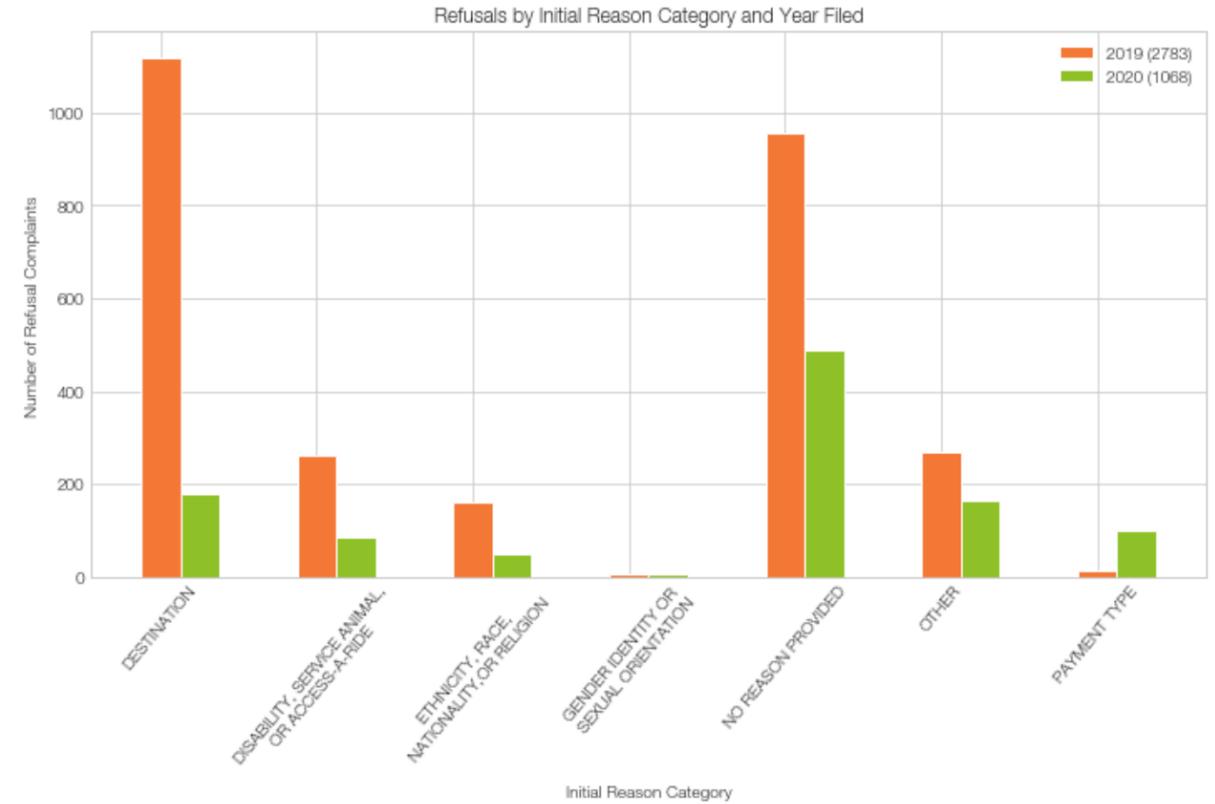


This graph shows all Inclusion complaints (2019-2020), broken out by the industry and initial complaint type assigned by the Office of Inclusion. TLC’s Office of Inclusion (OOI) responds to complaints where the driver is alleged to have refused to provide service, made a discriminatory statement, or been otherwise discourteous to a protected class. The bulk of complaints that OOI received continues to be service refusals.

Initial Complaint Type	FHV	Green Taxi	Yellow Taxi	Total
Courtesy	53	2	72	127
Other	23	0	44	67
Refusal	1,104	103	2,638	3,845
Discrimination	184	8	262	454
Sum	1,364	113	3,016	4,493

Service refusals by Reported Reason Category

This graph shows the number of reported service refusals by category in 2019 and 2020.

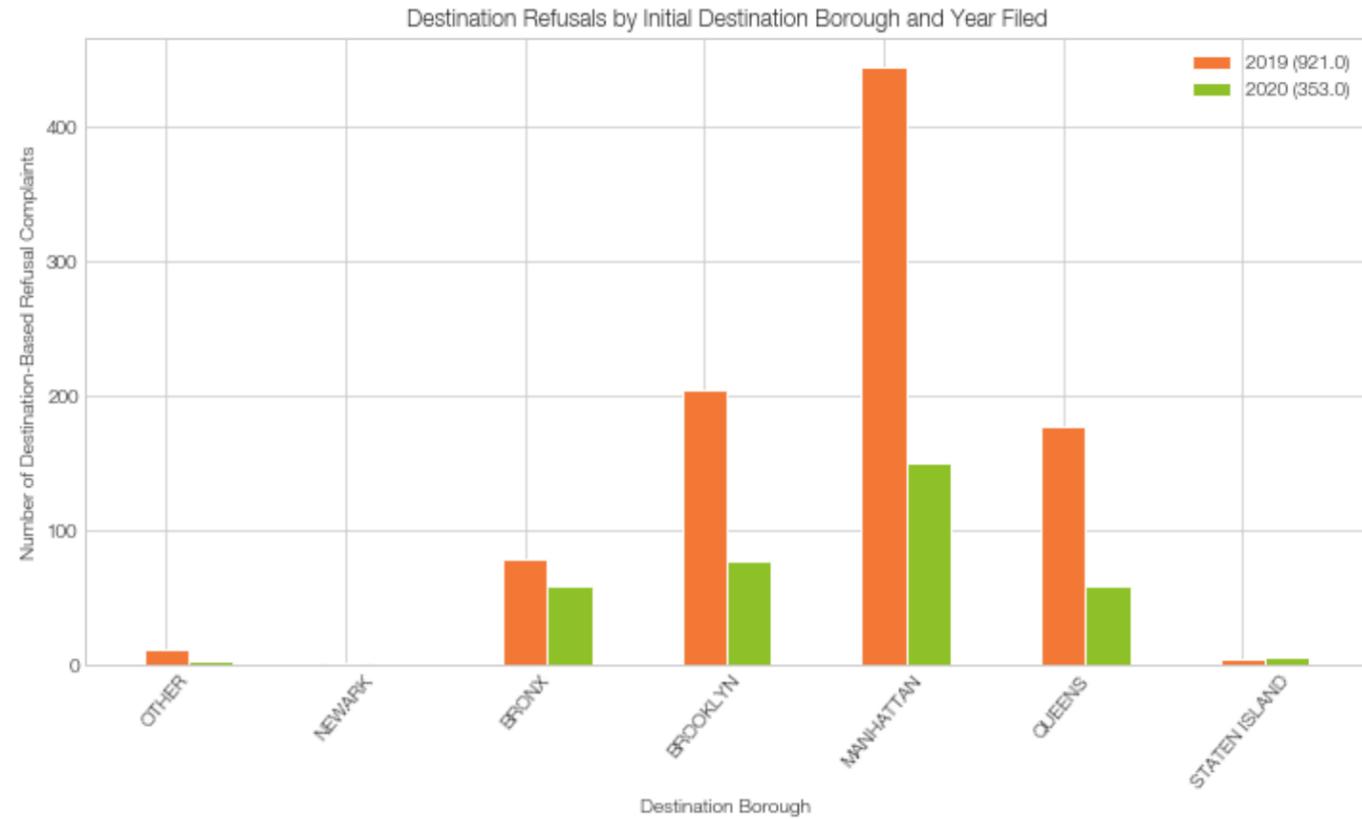


Reported Reason Category	2019	2020	Percent Change
Destination	1119	177	-84%
Disability, Service Animal, or Access-A-Ride	261	84	-68%
Ethnicity, Race, Nationality, or Religion	161	50	-69%
Gender Identity or Sexual Orientation	5	5	0%
No Reason Provided	955	489	-49%
Other	269	165	-39%
Payment Type	13	98	654%

In 2020, there was a decline in almost all types of reported refusals due to decreased trip volumes. However, we saw a 650% increase in payment-related refusals (driver demands cash payment and refuses a passenger who wants to pay by credit card).

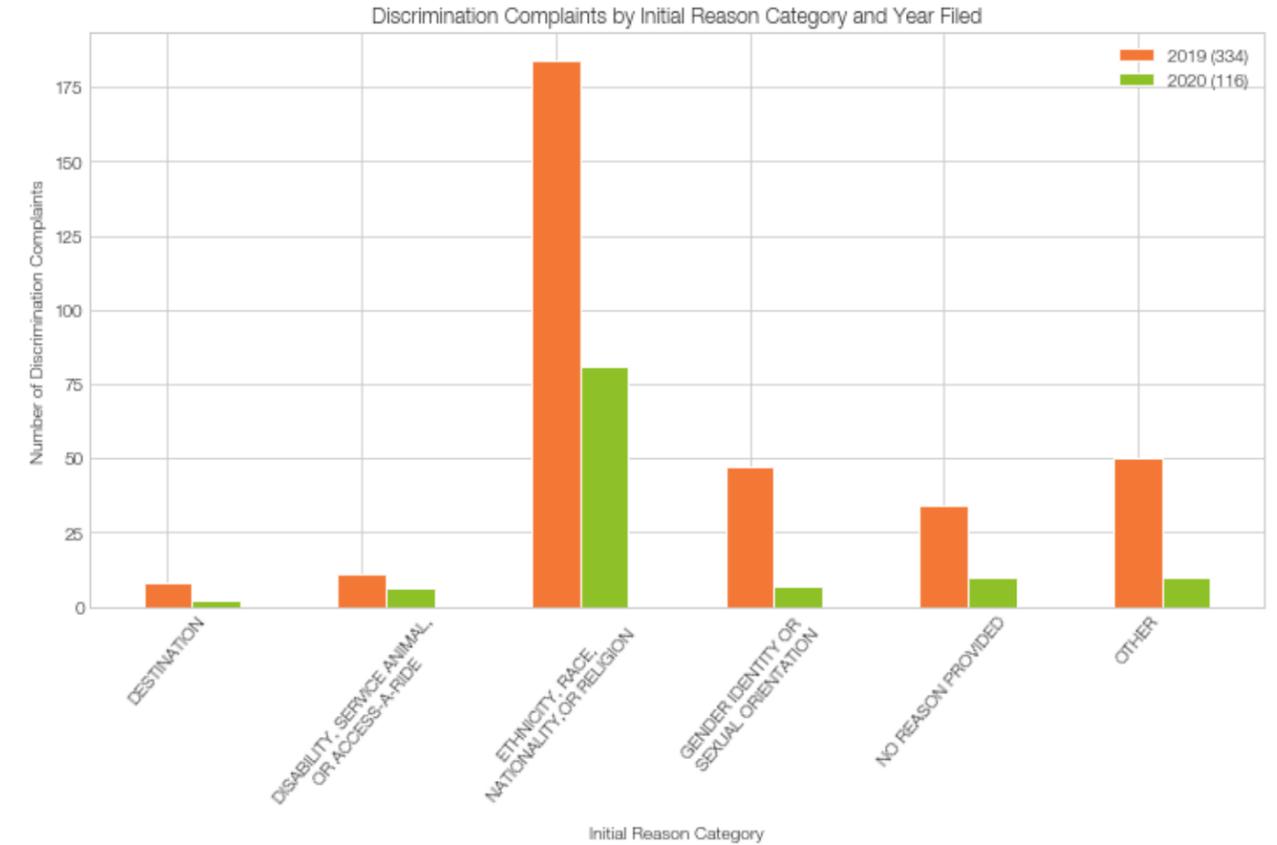
Reported Refusals by Destination Borough

This graph shows where someone was going when they were reportedly refused service.



Discrimination by Reported Reason Category

This graph shows why someone was reportedly discriminated against.



Destination Borough	2019	2020	Percent Change
Bronx	79	58	-27%
Brooklyn	204	77	-62%
Manhattan	444	150	-66%
Newark	1	0	-100%
Other	11	3	-73%
Queens	177	59	-67%
Staten Island	5	6	20%

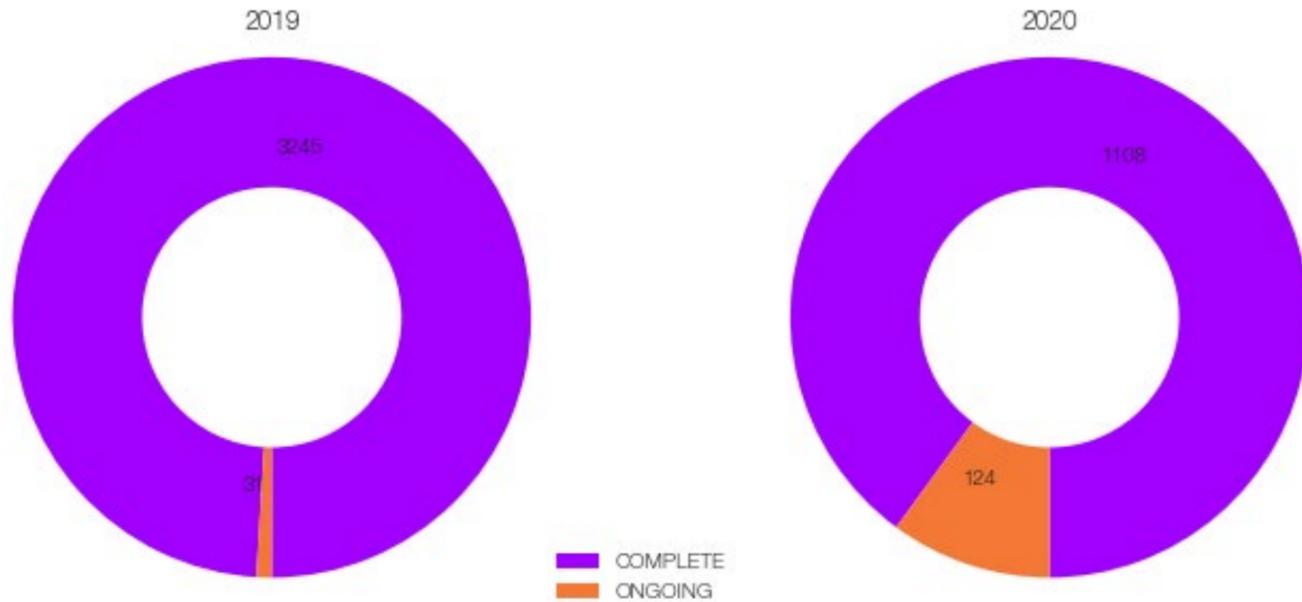
Reported Reason Category	2019	2020	Percent Change
Destination	8	2	-75%
Disability, Service Animal, or Access-A-Ride	11	6	-45%
Ethnicity, Race, Nationality, or Religion	184	81	-56%
Gender Identity or Sexual Orientation	47	7	-85%
No Reason Provided	34	10	-71%
Other	50	10	-80%

Discrimination complaints of all kinds declined in 2020 along with the decrease in trip volume.

Investigation Status

This graph shows how many Inclusion Complaints the TLC has reviewed in 2019 and 2020.

Investigation Status of Inclusion Complaints by Year Filed



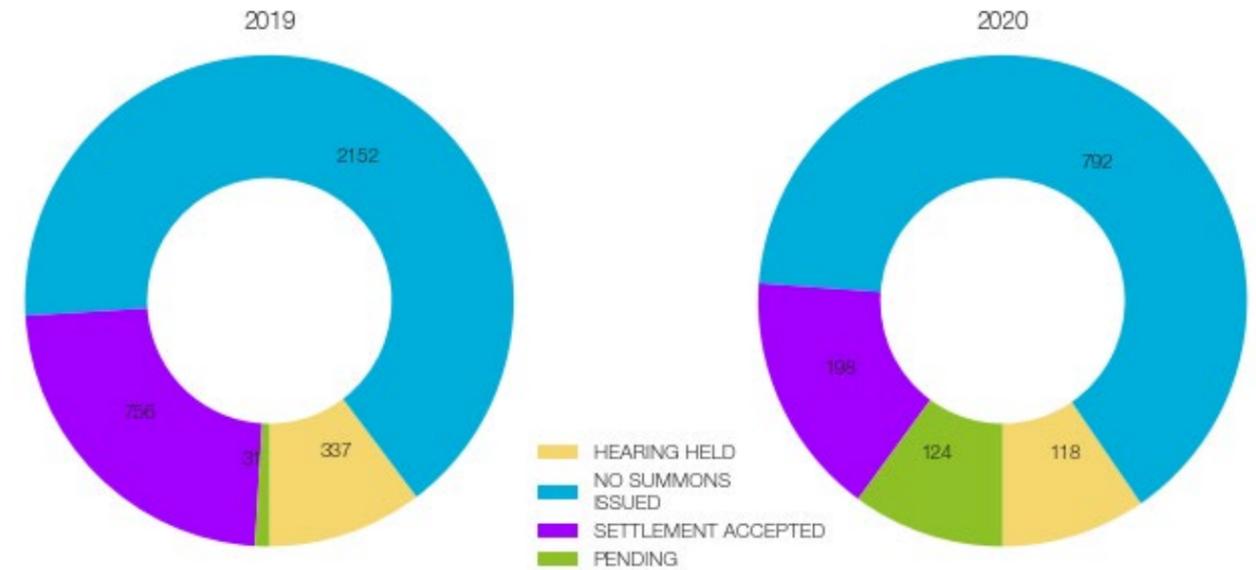
Investigation Status	2019	2020
Complete	3,245	1,108
Pending	31	124

OOI has completed reviewing 99% of complaints that were filed in 2019 and flagged as a potential Inclusion case. Occasionally complaints are re-opened if a driver is later able to be identified with new information or a complainant who declined to move forward with a case changes their mind. OOI has completed review of 90% of the complaints filed in 2020.

Case Outcome

This graph shows the outcomes of Inclusion Complaints after they have been investigated.

Investigation Outcome of Inclusion Complaints by Year Filed

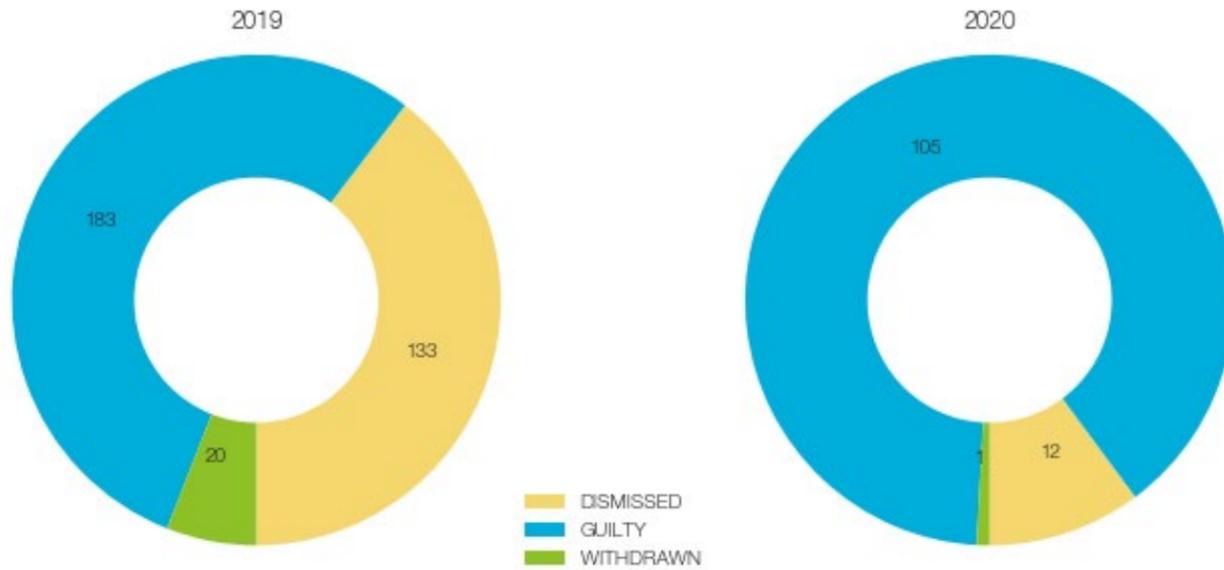


- The majority of complaints in both 2019 and 2020 did not proceed because the Complaining Witness did not respond to the TLC’s request for more information about the incident.
- Of the cases that *did* proceed, many cases settled; that is, the Licensee plead guilty to the violation in exchange for a fine and/or points.
- Alternatively, if a Licensee did not accept a settlement, the case is adjudicated before the Office of Administrative Trials and Hearings (OATH).
- As depicted in the graph, there are still a number of cases from 2020 that are pending—most of which are awaiting a hearing before OATH.
- Due to the pandemic, OATH was closed from March 24, 2020 to July 15, 2020, causing significant delays in scheduling and adjudicating cases.

Hearing Disposition

This graph shows the outcomes of hearing before OATH.

Hearings by Disposition and Year Filed



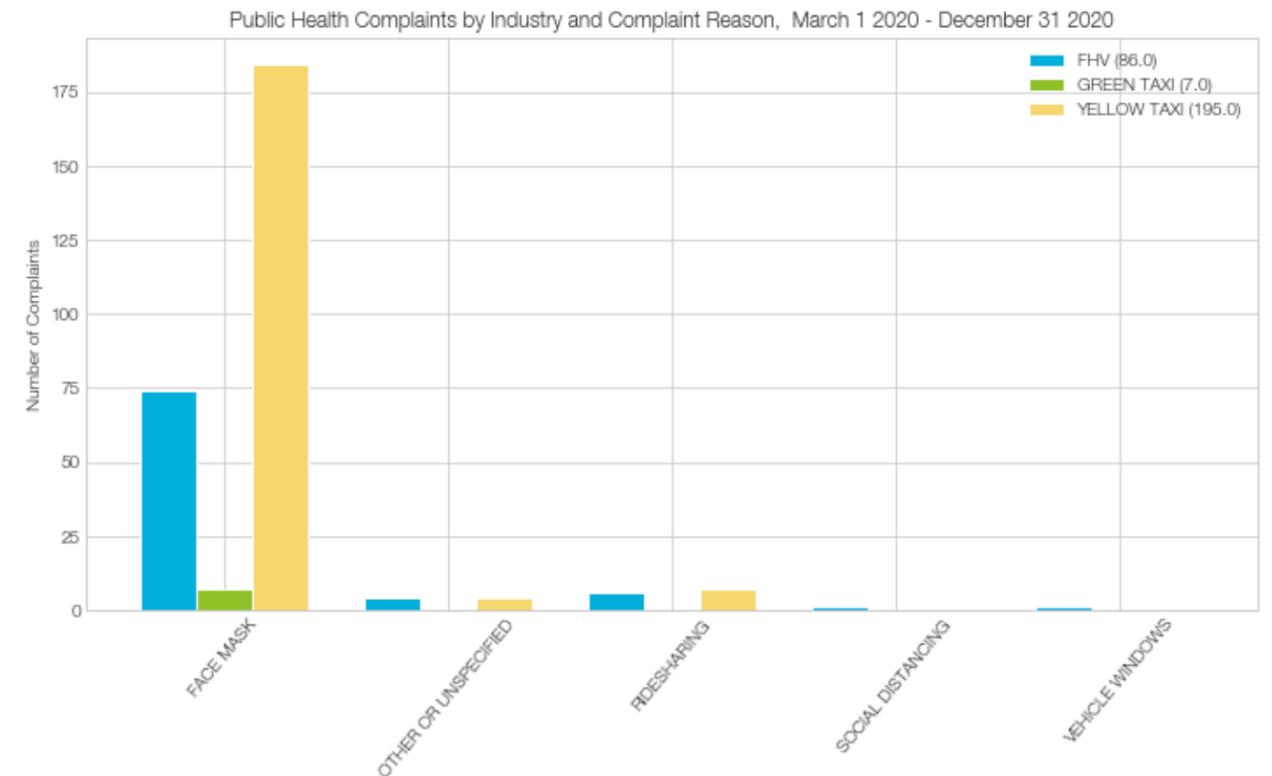
Hearing Disposition	2019	2020
Dismissed	133 (40%)	12 (10%)
Guilty	182 (54%)	13 (11%)
Guilty-Appeal Filed	1 (0.3%)	0 (0%)
OGD (Open Guilty by Default)	0 (0%)	92 (78%)
Withdrawn	20 (6%)	1 (0.9%)

In 2020, we saw a large increase in hearings where the driver did not appear and was found guilty by default. It is likely that some of these cases will be re-opened at the request of the driver. Updates on 2020 case dispositions can be provided upon request and will be included in the Office of Inclusion's 2022 Annual Report.

Public Health Stats

Public Health Complaints by Type and Industry

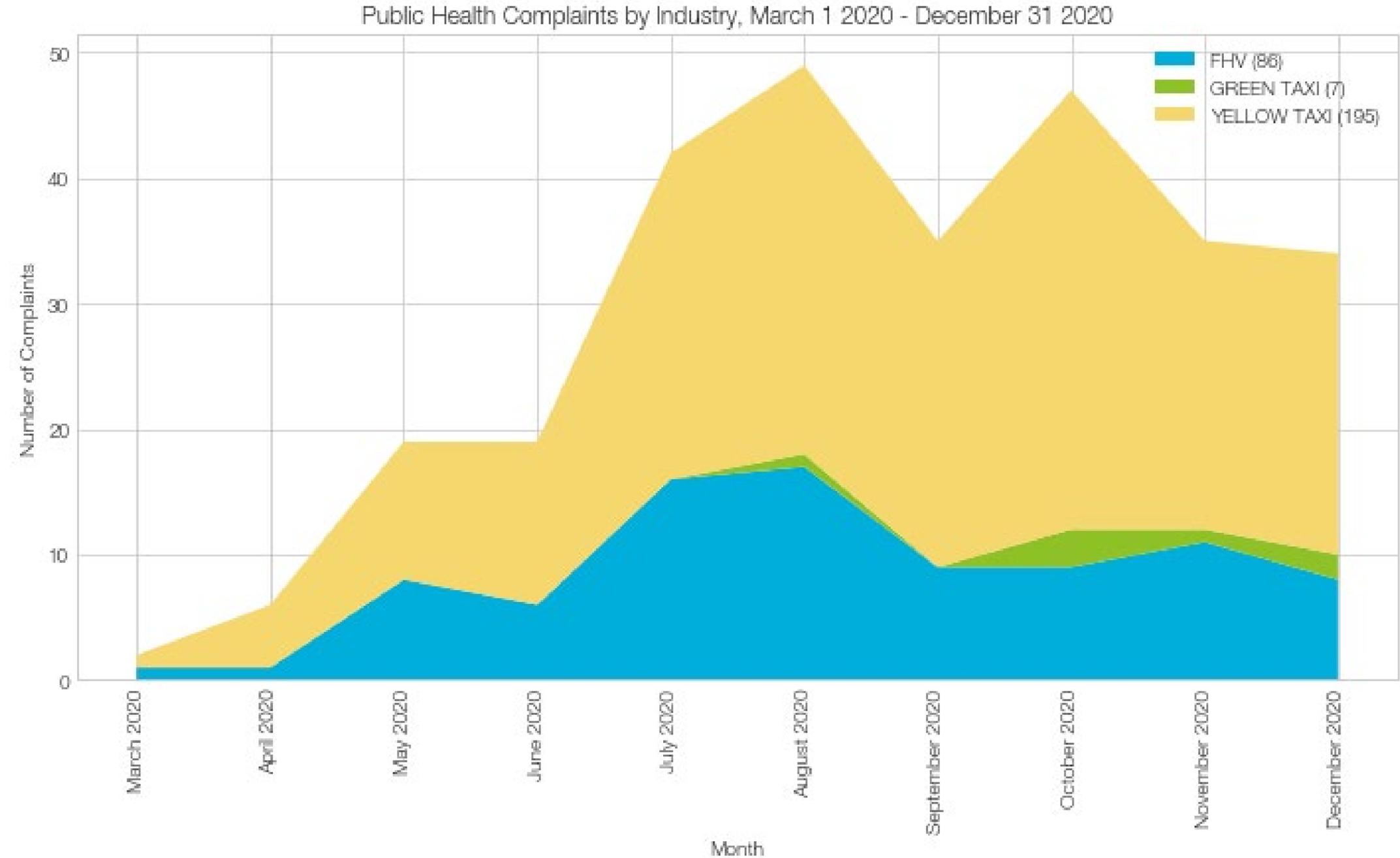
This graph shows reported public health complaints.



Complaint Detail	FHV	Green Taxi	Yellow Taxi
Face Mask	74	7	184
Other or Unspecified	4	0	4
Ridesharing	6	0	7
Social Distancing	1	0	0
Vehicle Windows	1	0	0

Public Health Complaints by Month and Industry

This graph shows the number of public health complaints and the type of licensed vehicle involved.

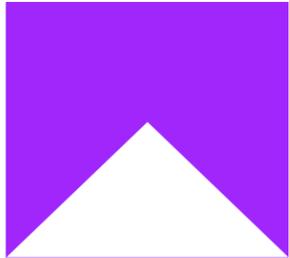


As early as January 27, 2020, the TLC received complaints that a number of TLC-Licensed drivers were refusing passengers due to concerns related to COVID-19. Because a number of these complaints alleged discriminatory actions and/or service refusals by our Licensees against people of Asian descent, the Office of Inclusion began to track various COVID-19 related complaints. Any discriminatory or service-refusal complaints are recorded in the 2020 Inclusion Complaints data/graphs.

Beginning in March 2020 and coinciding with the shutdown of NYC, the COVID-19 complaints turned into individual and public health concerns about COVID-19 within the for-hire transportation industry.

On April 17, 2020, Governor Andrew Cuomo signed an Emergency Executive Order (EO) 202.18 mandating that all TLC-Licensed drivers and passengers in for-hire vehicles wear a mask or face covering during the entirety of the trip. While the EO is no longer in effect, the TLC continues to mandate that all drivers and passengers wear a mask or face covering.

The majority of the 288 complaints received in 2020 alleged that the driver was not wearing a face mask or improperly wearing a mask while driving the passenger. In response, the TLC issued warnings to hundreds of TLC-Licensed drivers reminding them to wear a mask or they would be subject to further disciplinary action.



Implicit Bias Training

TLC is developing an implicit bias training course, which was mandated by the same local law that created the Office of Inclusion.

An implicit bias is an unconscious attitude or stereotype about an individual or group of people. Implicit bias training helps people recognize their own unconscious biases and provides tools and tips to alter behavioral patterns. These tools and tips are intended to increase sensitivity and eliminate discriminatory practices. Both drivers and passengers will benefit from removing negative biases and reducing discriminatory practices like illegal service refusals, resulting in more equitable, reliable, and safe for-hire service.

IMPLICIT BIAS TRAINING

Content

- implicit bias + disability sensitivity
- anti-racism + cultural competency
- de-escalation + conflict mediation

Development + pedagogy

- created in conjunction with professional organization
- facilitation; culturally-responsive curriculum
- in-person and interactive; visuals + media + role-playing



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TLC staff spoke with a number of organizations and educational institutions with experience creating implicit bias training courses for fortune 500 companies, government agencies, and nonprofit organizations around the country to gain a better understanding of best practices for course content, development, and deployment.

The implicit bias training course will be tailored for TLC's unique driver population and include options for continuing education and data collection on course efficacy. TLC's goal is to develop a procurement process for an implicit bias training program vendor that will work closely with TLC to create content and delivery of the course to all of TLC's 100,000+ licensed drivers.

Passenger Assistance & Wheelchair Accessible Vehicle Training Course

On January 1, 2021, the TLC launched the new curriculum and hands-on training for its [Passenger Assistance and Wheelchair Accessible Vehicle Training](#) course.

The course has been a requirement for yellow taxi drivers since 2011 and for FHV drivers since 2015. In 2019, the TLC created new curricula that better reflects the needs of passengers with disabilities and supports drivers to offer the best customer service possible. In 2020, the TLC conducted an application process for all existing education providers to reapply for authorization in order to ensure compliance with the new standards.

The new TLC Passenger Assistance and Wheelchair Accessible Vehicle Training course provides drivers with the tools they need to excel at their jobs and serve all New Yorkers. In this spirit, the course includes in-vehicle training, which adds more support for drivers who were previously taught on a metal plate in a classroom. By learning how to secure passengers in an actual TLC Wheelchair Accessible Vehicle, drivers are able to practice the process multiple times before they are expected to complete the process professionally.

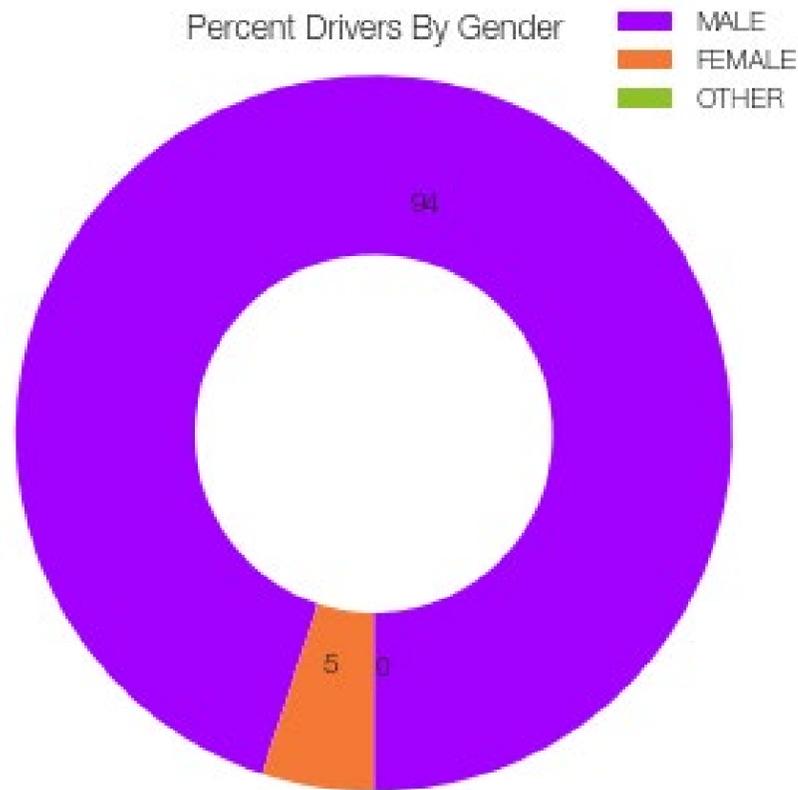
The course is divided into six different modules, covering in-depth information about the disability community, disability etiquette, and the unique role drivers play in providing equitable transit for New York City. TLC also created new resources for drivers, including a video and a how-to guide that illustrates all of the steps drivers must follow during the wheelchair securement process.



Demographic Stats

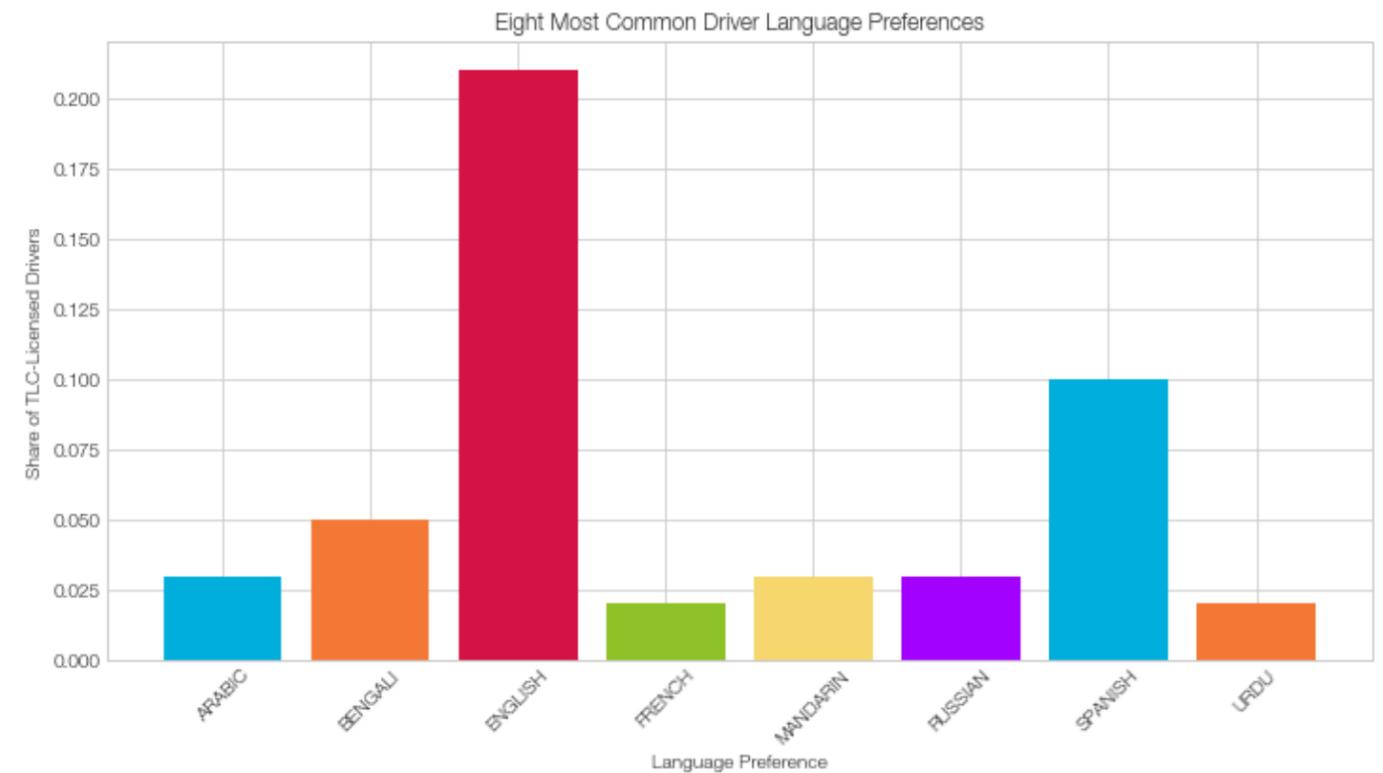
Who are TLC-Licensed Drivers?

Percent Drivers By Gender



Gender	Percent
Male	95%
Female	5%
Other	0.1%

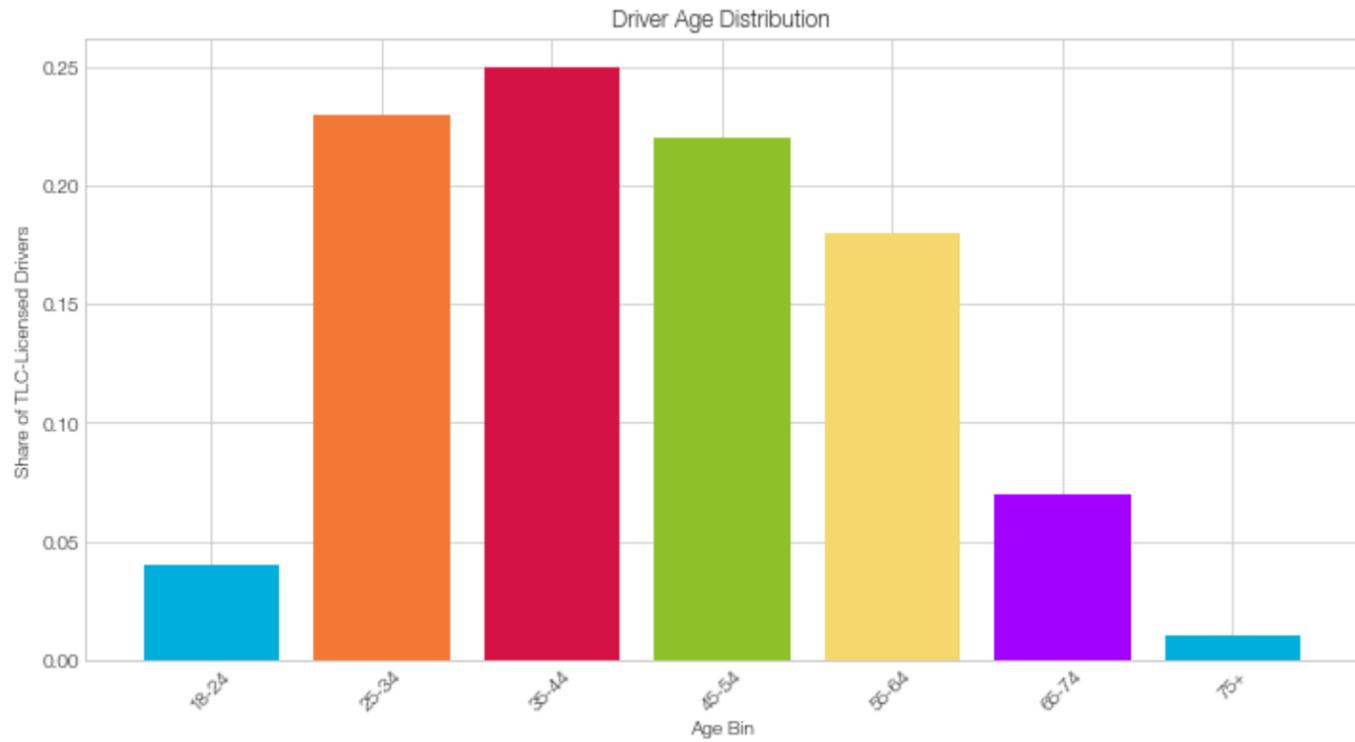
Language Preference



Language	Percent
English	21%
Spanish	10%
Bengali	5%
Russian	3%
Mandarin	3%
Arabic	3%
Urdu	2%
French	2%

Among those that have identified a language, English is the most common, followed by Spanish, Bengali, Russian, Arabic, Urdu, and French. The TLC does not have a language preference recorded for 44% of TLC-Licensed drivers. The TLC provides translated materials and interpretation service for TLC-Licensed drivers whose first language is not English.

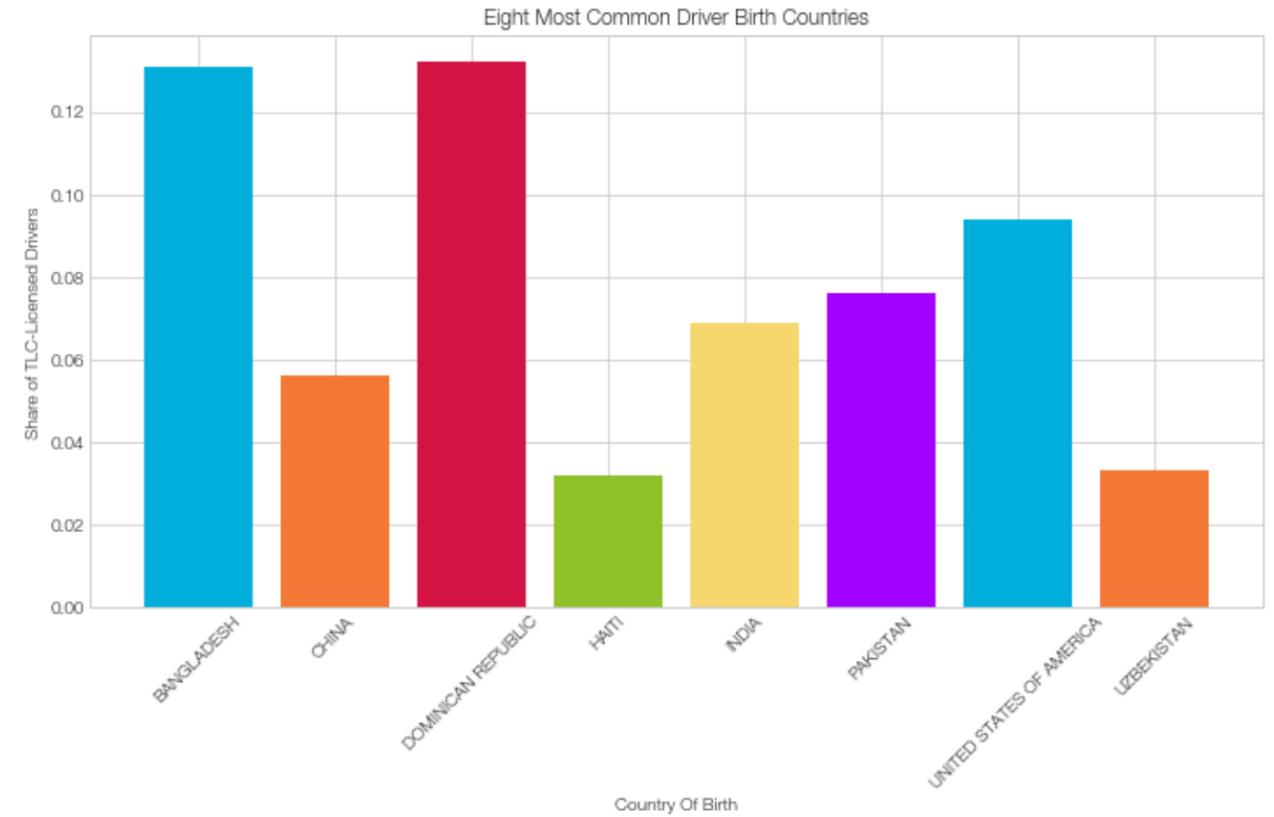
Driver Age Group



Age Range	Percent Share of TLC-Licensed Drivers
18-24	4%
25-34	23%
35-44	25%
45-54	22%
55-64	18%
65-74	7%
75+	1%

The most popular age group for TLC-Licensed drivers is 35-44 years old, with one quarter of TLC-Licensed drivers falling into that age range. Four percent are younger than 25, and eight percent are older than 65. The rest fall within the 25-34 and 45-54 age categories at 23% and 22%, respectively.

Driver Country of Birth



Country of Birth	Percent Share of TLC-Licensed Drivers
Dominican Republic	13%
Bangladesh	13%
United States of America	9%
Pakistan	8%
India	7%
China	6%
Uzbekistan	3%
Haiti	3%

TLC-Licensed drivers come from all over the world, and no birth country accounts for more than 15% of our TLC-Licensed drivers.

Meet the Team



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