



TLC's Mobile Outreach Unit

Overview

TLC's Van Hailin' pilot program was inspired by Mayor Eric Adams's initiative to improve customer service and was created to enhance the experience for TLC drivers by allowing them to perform a variety of transactions that would otherwise require them to visit TLC's offices in Long Island City.

Van Hailin', which features a built-in office, will be visiting all five boroughs and is a one-stop-shop mobile office where team members from various TLC units can assist licensees. It is staffed by representatives from TLC's Licensing, External Affairs, Finance, and Prosecution Units, and accompanied by LabCorp so that drivers can submit their annual required drug tests.

Services Provided

- Settlement Offers (No cash payments)
 - Settlements Services
 - Removal of Suspension (Must be Compliant)
 - Removal of Revocation (Must be Compliant)
 - TAMIS Proof of "Current" Status
- Navigating TLC UP
- General Licensing Inquiries
- Drug Testing by Labcorp (Money orders only)



Services Not Provided

- DMV Services
- Replace Credentials
- Plate/ Vehicle transfers
- Payment plans

Please follow us [here](#) for more information about Van Hailin'



TLC's Mobile Outreach Unit

Journey

BRAINSTORM

July 2022 - TLC's Customer Experience Taskforce begins discussing ways to enhance the agency's services.

August 2022 - TLC evaluates existing agency resources and outreach efforts. TLC then selects the mobile office concept as a potential proposal.



DEFINE

September 2022 - TLC begins identifying necessary resources and stakeholders.

November 2022 - TLC sends out a survey to licensees to find out what services are the most popular and to find out where and when licensees want to receive them.

COLLABORATE

November 2022 - TLC begins ordering the tools and supplies necessary to operate the mobile office.

December 2022 - TLC sends an agency-wide survey to solicit name for the van from its employees. Afterwards, TLC begins to publicize the mobile office with flyers and videos.



QUALITY ASSURANCE

January 2023 - TLC External Affairs begins live testing of the office's system to ensure that it is ready to launch with staff from different divisions. Multiple tests ensure that the van will operate properly on the date of the launch.



LAUNCH

February 2023 - TLC soft launches the van in front of the Long Island City Office in an unpublicized event to introduce licensees to the new service.



Taxi & Limousine Commission