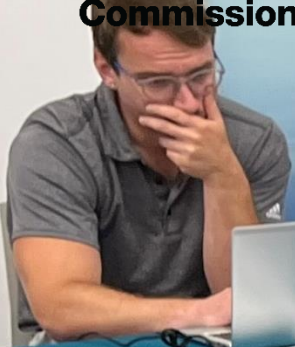
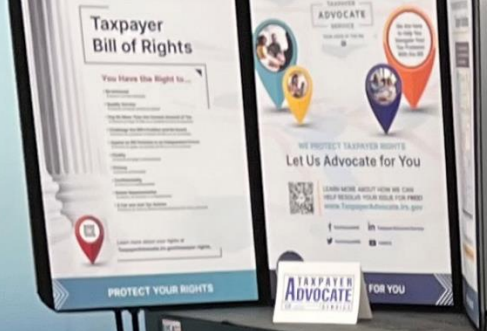
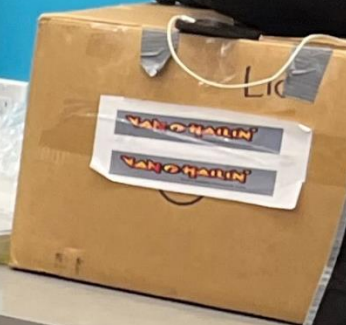
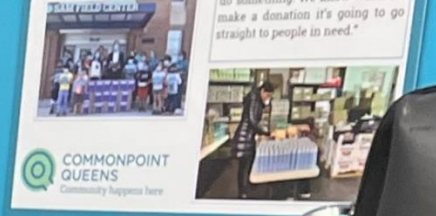




Taxi & Limousine  
Commission



TAXPAYER  
ADVOCATE  
SERVICE  
YOUR VOICE AT THE IRS



Q2 2024

# Quarterly Report Van Hailin'

# Quarterly

## Q2 2024

### Reaching Communities: TLC Service At Your Convenience

Halfway into 2024, TLC's Mobile Outreach Unit: Van Hailin' continues to deliver TLC services and resources from our partners in a mobile, pop-up setting across the five boroughs. This quarter, we were able to service a total of 591 TLC licensees across 631 services at these monthly settings. Furthermore, as we continue to increase the number of communities that TLC services, we find it important to credit the efforts of Van Hailin' staff across TLC units and the ongoing support from our growing list of partners. Thank you!



*Van Hailin' in Woodhaven, Queens*

- ✓ Achieved a record turnout of over 250 attendees at a Queens event
- ✓ Launched Van Hailin' "On the Go" as a new mobile public-engagement program to reach the riding public
- ✓ Partnered with New York State Assemblymember Jenifer Rajkumar and U.S. Congresswoman Grace Meng



# Community

## Licensed Drivers

This includes 177,051 licensed taxi and for-hire vehicle (FHV) drivers, 542 paratransit drivers, and 60 commuter van drivers.

## Yellow and Green Taxis

This includes 13,587 yellow taxis, 2 stand-by taxis, and 977 street hail liveries (SHL).

## Licensed Businesses

This includes 18 taxicab brokers, 36 Medallion agents, 12 taxicab meter shops, 2 taxicab meter manufacturers, 2 technology service providers, and 6 e-hail providers.

## Licensed Entities

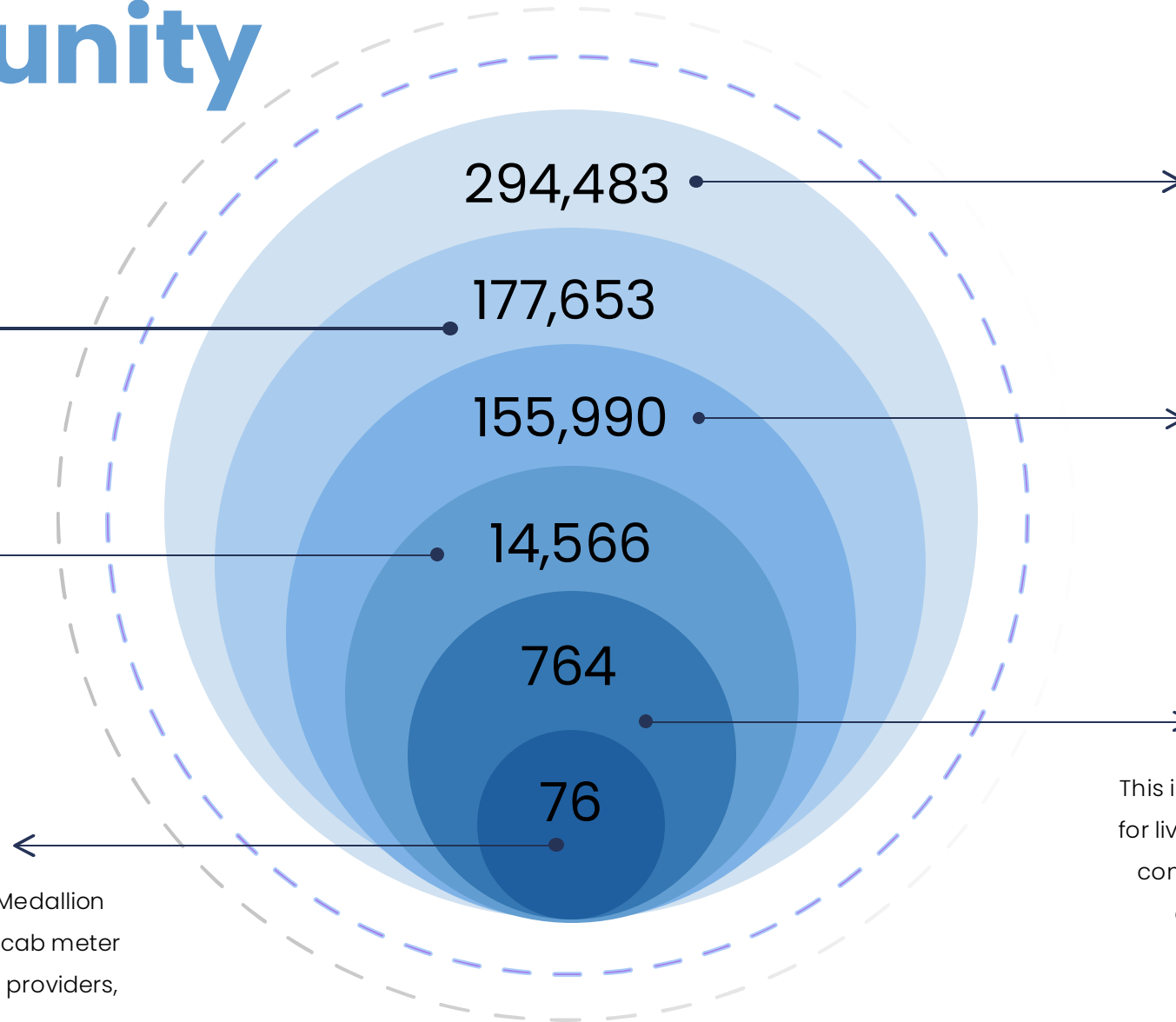
This includes a total count of active licensees.

## Vehicle Licenses

This includes 14,566 taxis and SHLs, 20,009 FHV, 81,303 high-volume FHV, 34 commuter vans, and 78 paratransit vehicles.

## Bases

This includes 418 black car bases, 213 for livery, 95 for luxury limousine, 11 for commuter van, 25 for paratransit, and 2 for high-volume FHV.



This information is also available on [NYC Open Data](#).

# Attendance

**Q2 2024**

**591**

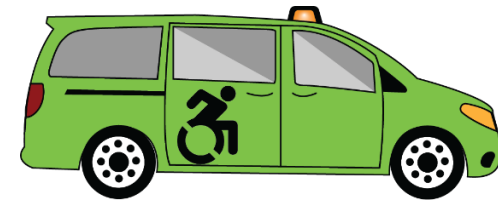
**Licensees in Attendance**



Attendance includes TLC licensees serviced in Queens, Staten Island, and Queens in April, May, and June, respectively.

**631\***

**Services Provided**

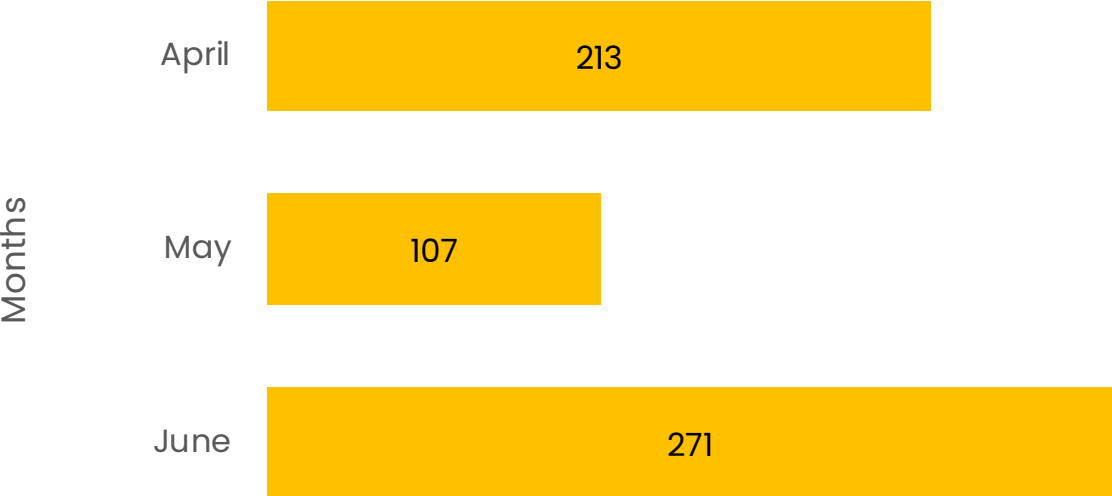


**Q2 2024**

*\*Out of a total of 591 recorded attendances for the quarter, there were certain requests by attendees for more than one (1) service.*

# By the Month

## Attendance by the Month



Total Attendees by Month

**January:** Queens (Woodhaven)  
**February:** Staten Island (Arrochar)  
**March:** Queens (Elmhurst)

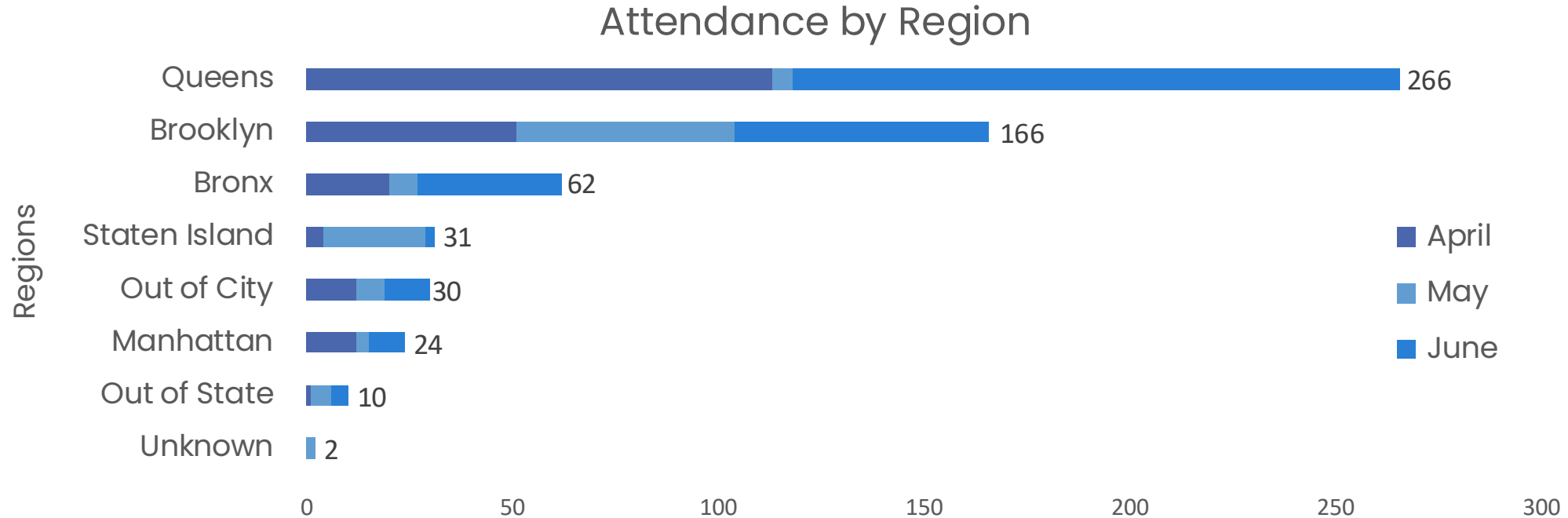
## Quarterly Insights: Attendees Per Event

- Van Hailin’ achieved outsized coverage of Queens this quarter, offering Woodhaven and Elmhurst as alternatives to complete TLC services and receive partner resources. Queens was selected as the borough for an open slot in Van Hailin’s program to accommodate the large number of TLC licensees that are Queens residents. June saw a record attendance count.
- The Staten Island event continued to offer more localized access to TLC services to borough residents, while providing alternative for Brooklyn-based licensees.

Q2 2024

# By Region

\*Region refers to the resident borough or county of attendee, thus signifying origin.



## Key Insights

### Local Impact

Representing a substantial number of the licensee population, Queens residents made up a majority of attendees to events based in the borough. Zip codes and districts convenient to residents were selected.

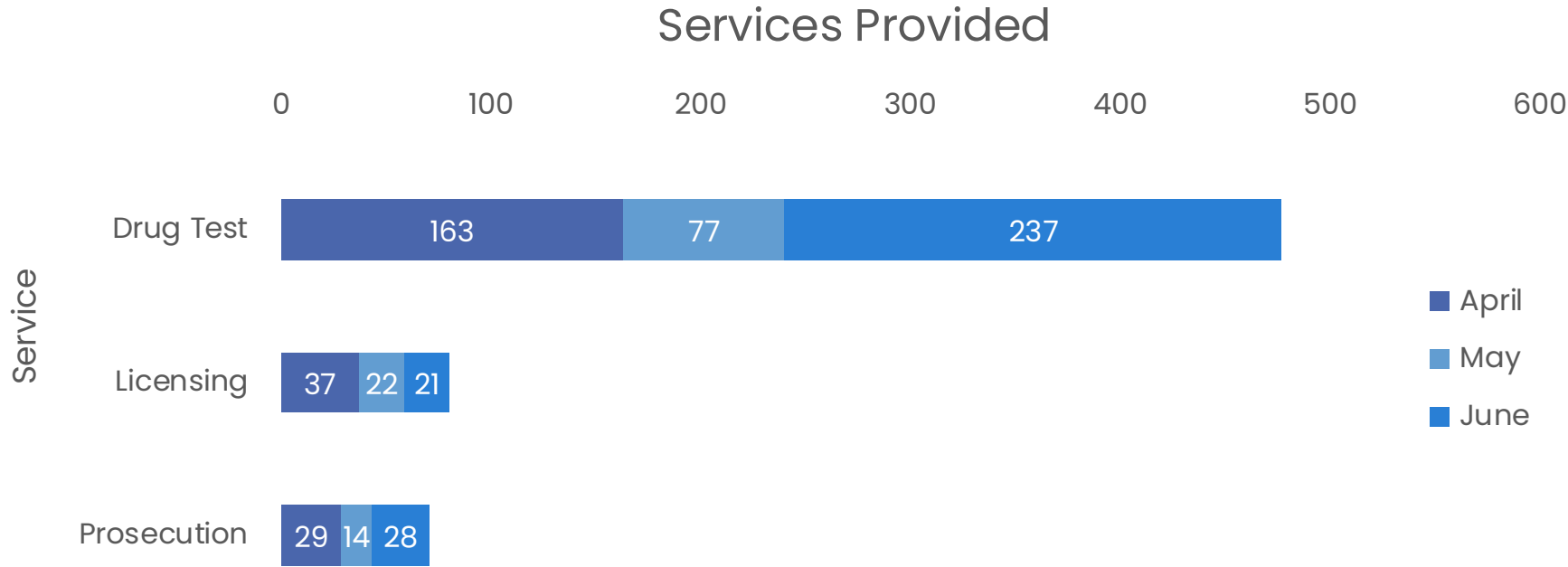
### Citywide Relevancy

Staten Island acted as a preferred choice for borough-based licensees and Brooklyn residents. Residents of Brooklyn represented a close distribution across each event, suggesting locations were accessible to many.

Q2 2024

# Services Provided

**January:** Queens (Woodhaven)  
**February:** Staten Island (Arrochar)  
**March:** Queens (Elmhurst)



**Key  
Insights**

### Responsive to Service Requests

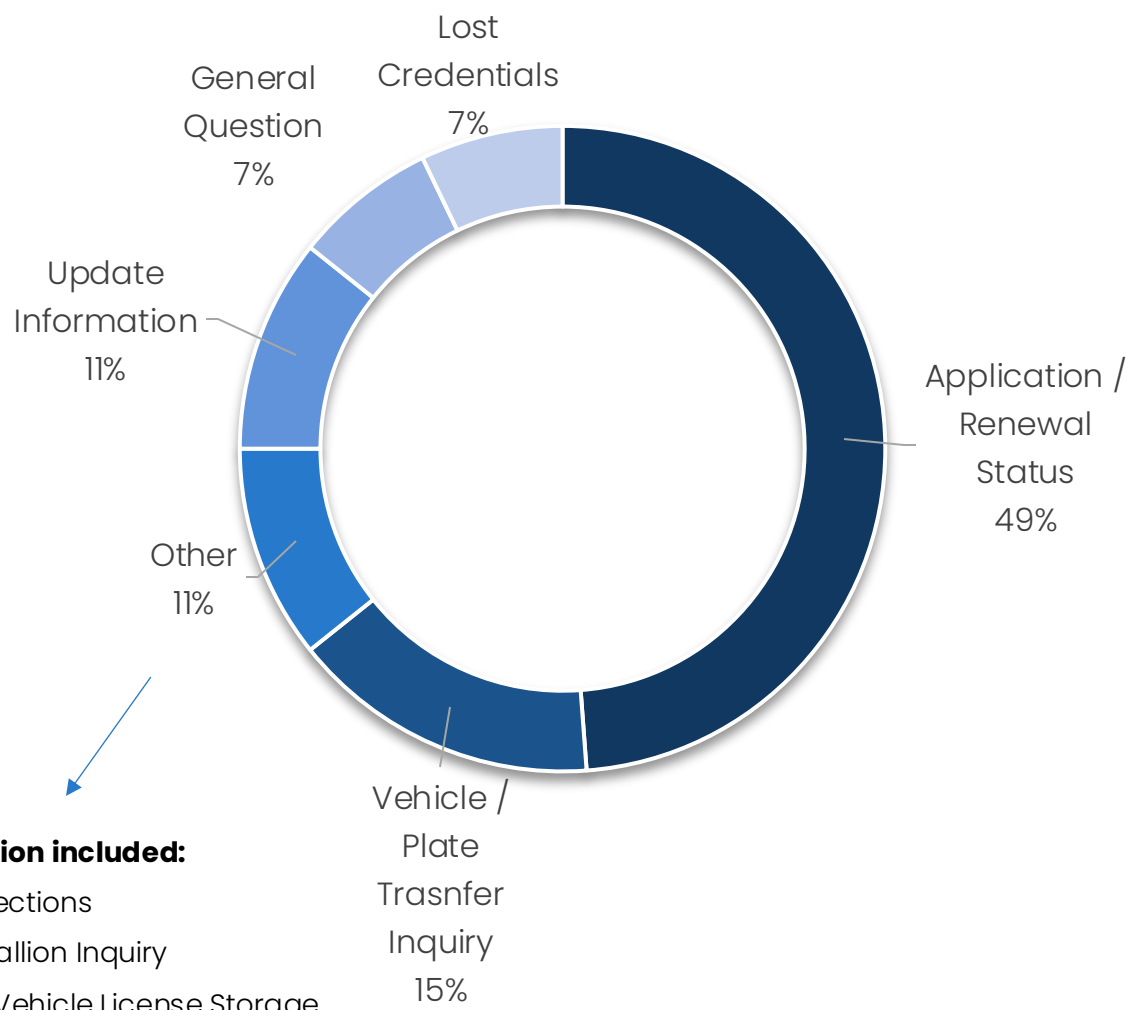
Licensees continue to request completion of their annual drug test at a Van Hailin’ event. Our record-breaking June attendance extended to this category of service. We continue to be responsive to this growing demand and how we plan efficient delivery of service.

### Consistent Inquiry Range

Licensing services saw an increase in June across Q1 that can be attributed to higher demand for the June event and its location. However, Licensing saw an overall decrease in requests from Q1 of this year which may relate to industry phenomena, with Q2 seeing less EV-related inquiries.

**Q2 2024**

# Scope of Inquiries



- A selection included:**
- Inspections
  - Medallion Inquiry
  - FHV Vehicle License Storage

## Licensing Inquiries: On-Site Requests

- Nearly half of all Licensing requests involved the status of a TLC driver's or vehicle license application or renewal—some of which included the winding down of new battery electric vehicle (BEV) applications.
- Accounting for a growing number of requests, vehicle and plate transfer inquiries stand at 15% while lost credentials assume 7% of total Licensing services. Categories and service range continue to evolve with TLC pilot programs and industry developments.

**Q2 2024**



# Quarterly Partnerships

**April 2024**

Van Hailin' in Queens



**State Assemblymember**

Jenifer Rajkumar (District 38)

**May 2024**

Van Hailin' in Staten Island



**TLC-Hosted**

Staten Island Facility

**June 2024**

Van Hailin' in Queens



**U.S. Congresswoman**

Grace Meng (District 6)

# Queens

## April: Van Hailin' in Woodhaven



### Location

Woodhaven Manor

96-01 Jamaica Ave, Woodhaven, NY 11421



### Community Partners

Con Edison, Memorial Sloan Kettering Cancer Center, NYC Department of Buildings, NYC Public Engagement Unit, The Black Car Fund



# Staten Island

**May:**  
**Van Hailin' in Arrochar**



## **Location**

TLC's Staten Island Facility

1139 Hylan Blvd, Staten Island, NY 10305





# Queens

## June: Van Hailin' in Elmhurst



### Location

Commonpoint Queens  
The Jack & Shirley Silver Hub  
77-17 Queens Blvd, Queens, NY 11373



### Community Partners

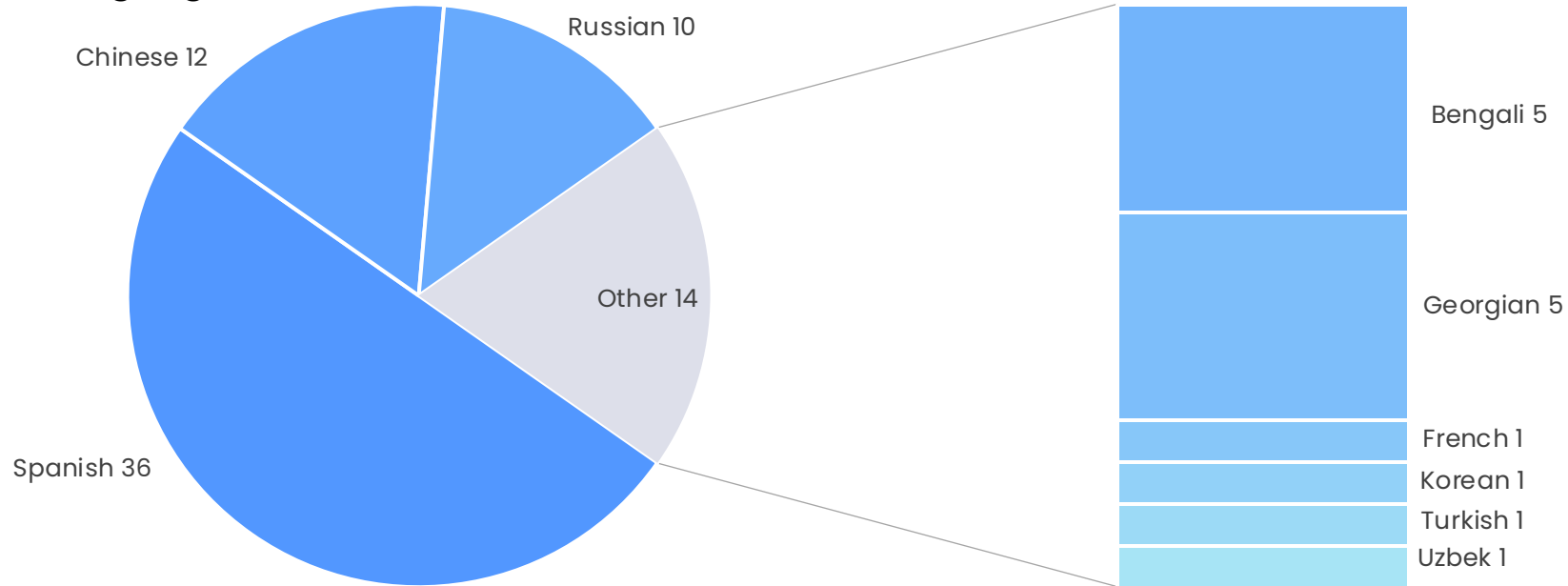
Internal Revenue Service, NYC Mayor's Office of  
Immigrant Affairs, Office of U.S. Representative  
Grace Meng (NY 6<sup>th</sup> District)



\*Demographic metric pulled from U.S. Census  
Bureau/ NYC Department of City Planning [report](#).

# Language Access

## Requested Languages



## Key Insights

### Fluctuating Spanish Requests

Requests for Spanish in Q2 decreased significantly to one-fourth of its Q1 total (141). One possible explanation is due to borough demographics—with Spanish-speaking households in Queens being roughly half that of Bronx\*.

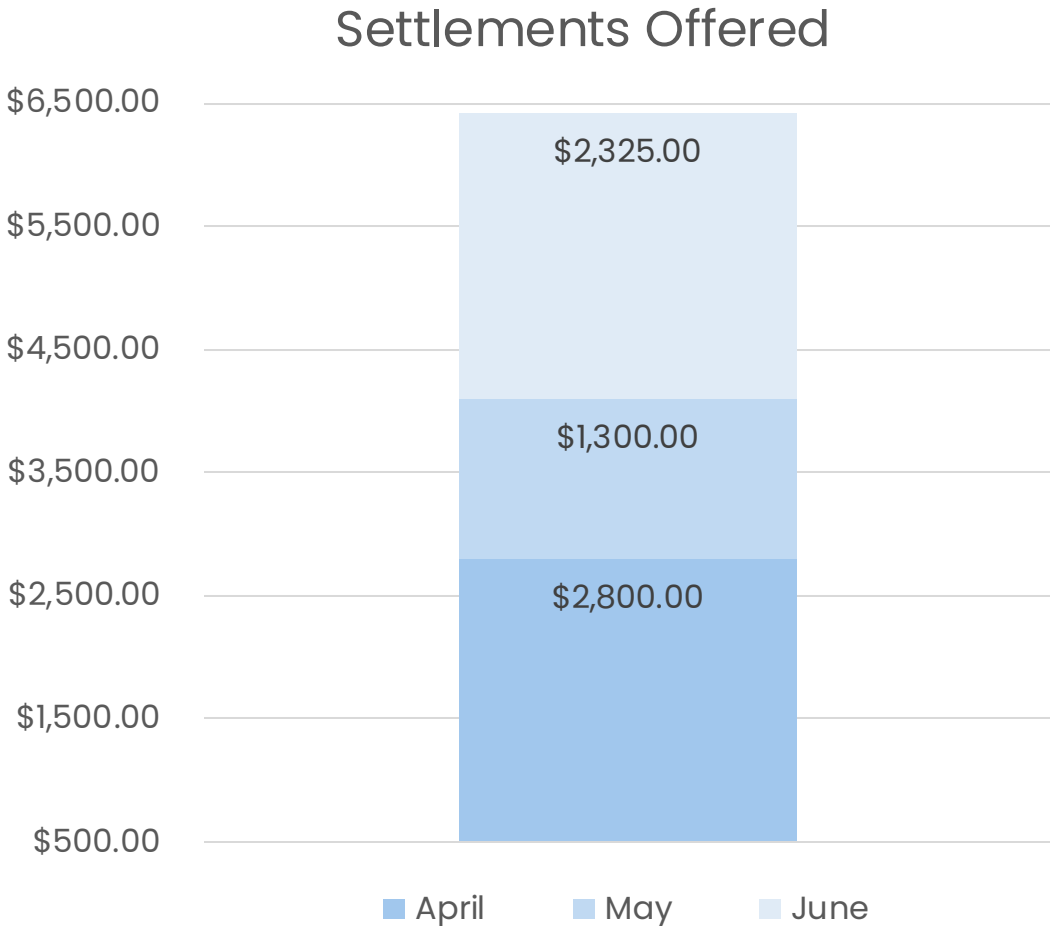
### Other Leading Languages

Overall, requests for languages other than Spanish remain consistent from the previous quarter—with requests for services conducted in Chinese, Russian, Bengali, and Georgian leading.

**Q2 2024**

# Settlement Resolution

Note: Monetary amounts reflect settlements offered to licensees to achieve compliance.



## Restoring Compliance: Settlement of TLC Violations

- Offering the opportunity to resolve a TLC-issued violation (e.g., stop sign, parking, or moving violation) or related issue, TLC’s Prosecution works with drivers through settlement offerings which restore the status of a driver’s TLC license and helps get drivers with preexisting violations back on the road.
- A noteworthy achievement this quarter includes a 57 percent increase in the cumulative collection compared to Q1, suggesting Prosecution was able to work with more TLC licensees on settling violations and/or work on larger issues pertaining to a violation or series of them.

**Q2 2024**



# Milestones



At left:  
"On the Go" engaged Bronx community members outside of Pelham Bay Park in June

May 2024

June 2024

New Developments

Future  
Milestones

## Successfully launched Van Hailin' "On the Go"

At its inaugural pop-up, OCA launched Van Hailin's "On the Go" with TLC units Policy and USB at Brooklyn's Barclay's Center where it engaged the riding public on safety and answered questions from community members and passersby.

## New record: Serviced over 250 in one event!

Van Hailin's event in Elmhurst, Queens in partnership with Congresswoman Grace Meng broke a record for the outreach program which serviced 271 attendees who engaged with TLC units Finance, Licensing & Standards, Prosecution, and our vendor LabCorp.

## Exploring new automated intake/SMS-based queue

TLC's OCA is currently exploring a new automated service queue which will streamline the intake process and allow attendees seeking services the ability to see their place in the queue while waiting and receive a text when ready to be serviced.

# Internal Partners

## **Finance**

The Finance division's responsibilities include overseeing the agency's budget and procuring goods and services.. At Van Hailin', licensees can request to pay fines and dues through the on-site cashier.

## **Licensing & Standards**

The Licensing and Standards division oversees the processing of various transactions and operation of units for bases and other businesses, vehicles, driver licensing, the call center, customer service, and compliance, as well as the education unit. At Van Hailin', staff provide a variety of services.

## **Operations, People, & Innovation**

The Operations, People, & Innovation division supports day-to-day operations and manages emergency preparedness and response. At Van Hailin' staff members from the unit's Information Technology, Facilities, Fleet, and Training all play an integral role in operating a Van Hailin' event.

## **Policy & Community Affairs**

The Policy & Community Affairs division spearheads new projects and initiatives within TLC. Policy manages large research projects and pilot programs while Community Affairs distributes communications, interfaces with elected officials, and develops and implements outreach programs like Van Hailin'.

## **Legal Affairs – Prosecution**

The Prosecution unit within the Legal Affairs Division is responsible for adjudicating TLC rules through the issuance of settlements and penalties. At a Van Hailin' event, licensees can request a settlement for a violation in which they will plead guilty but pay a reduced penalty. Prosecution also answers specific questions that pertain to settlements for licensees.

## **Uniformed Services Bureau**

The Uniformed Services Bureau (USB) division's primary mission is to maintain public safety by deterring illegal operation of unlicensed vehicles and ensure compliance of all safety and emissions standards. Licensees can ask on-site officers and inspectors about best safety practices at a Van Hailin' event. USB also helps ensure that Van Hailin' runs successfully and smoothly.

# External Partners



Assembly Member District 87  
**Karines Reyes, RN**



**Donovan Richards Jr.**  
QUEENS BOROUGH PRESIDENT



Office of New York City  
Council Member  
**Amanda Farias**



Office of Council Member  
**Carmen De La Rosa**  
The Council of the City of New York



# Office of Community Affairs



**Audra Palacio**

*Assistant Commissioner*

Executes all stages of the program



**Dylan Cepeda**

*Deputy Director*

Manages the program's planning & production



**Benzel McClellan**

*Policy Analyst*

Manages the program's licensee-facing service



**Camiele Burns**

*Policy Analyst*

Manages the program's staffing across units



**David Renz**

*Senior Outreach Specialist*

Manages the program's voter outreach & registration



**Jin Moon**

*Language Access Coordinator*

Manages the program's language access



**Taylor Freeman**

*Media & Outreach Specialist*

Manages the program's media & partnerships



**Jake Torres**

*Outreach Intern*

Manages the program's quality assurance