

March-May 2023

Quarterly Report

VAN HAILIN'

TLC's Mobile Outreach Unit



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Overview



Opening Act

The New York City Taxi and Limousine Commission (TLC) officially hit the road with Van Hailin' in 2023. Over the past three months, it has been truly rewarding to witness the gratitude of our licensees and the coalescence of the different units in the agency.

This report presents an overview of the most important quantitative and qualitative data points for this quarter (March, April, May) that illustrate that this new initiative is one that is beneficial, both for the agency and the people it serves. As we move forward, it is important to build off of the services we provide and adapt this program to meet the needs of our everchanging driving community.

Meet Van Hailin'

A Community Initiative

TLC's Van Hailin' pilot program was inspired by Mayor Eric Adams' initiative to improve customer service and was created to enhance the licensee experience 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' is a community initiative which will be visiting all five boroughs. It is a one-stop shop where team members from various TLC units assist licensees.



Meeting licensees in their communities

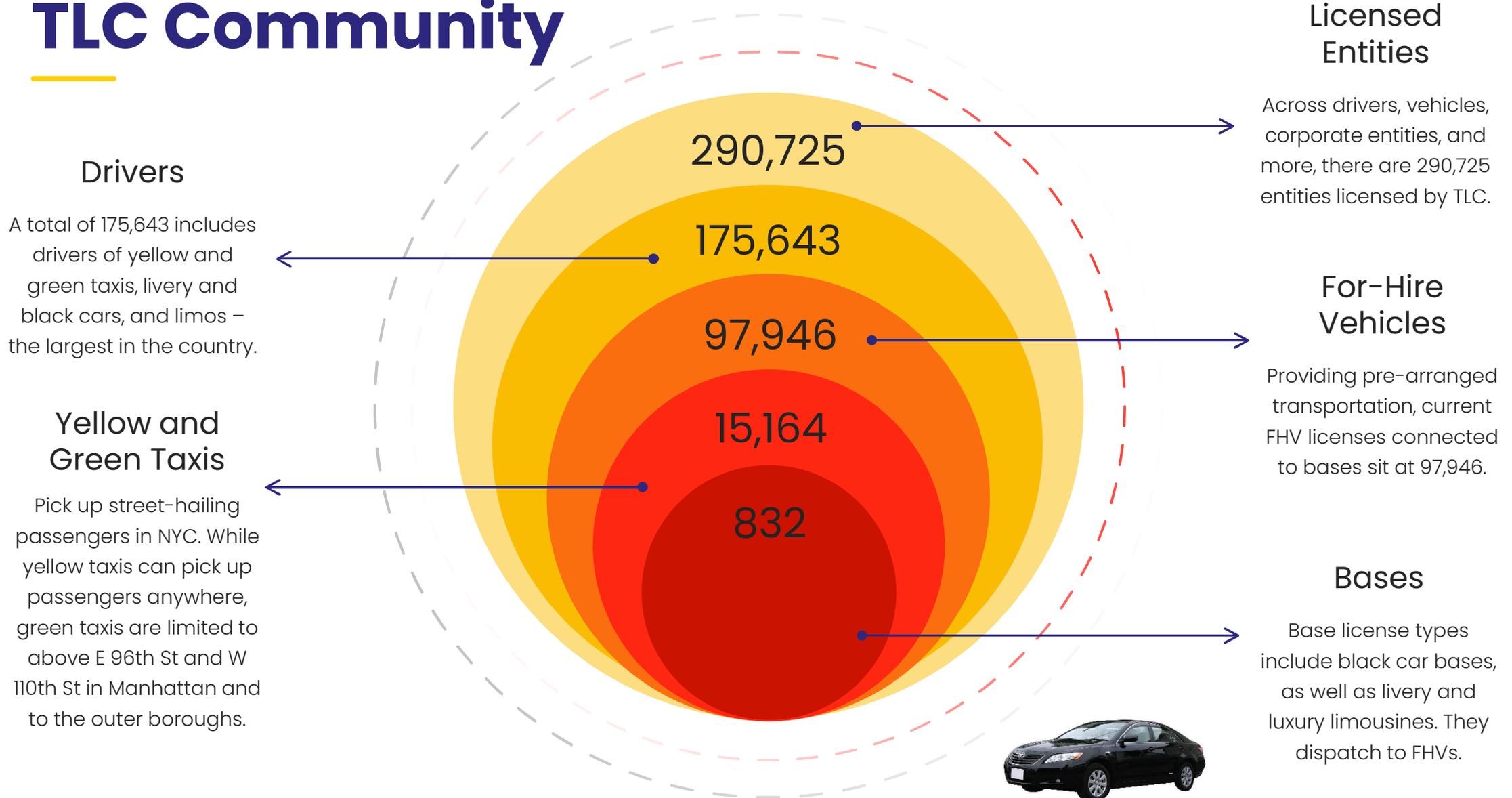


Providing streamlined access to agency services



Delivering excellent customer service experience

TLC Community



Drivers

A total of 175,643 includes drivers of yellow and green taxis, livery and black cars, and limos – the largest in the country.

Yellow and Green Taxis

Pick up street-hailing passengers in NYC. While yellow taxis can pick up passengers anywhere, green taxis are limited to above E 96th St and W 110th St in Manhattan and to the outer boroughs.

Licensed Entities

Across drivers, vehicles, corporate entities, and more, there are 290,725 entities licensed by TLC.

For-Hire Vehicles

Providing pre-arranged transportation, current FHV licenses connected to bases sit at 97,946.

Bases

Base license types include black car bases, as well as livery and luxury limousines. They dispatch to FHV's.

**This information is also available on [NYC OpenData](#).*

Attendance

Meeting Needs

168

LICENSEES IN ATTENDANCE



Licensees from across the five boroughs and beyond used a variety of different services.

180

SERVICES PROVIDED



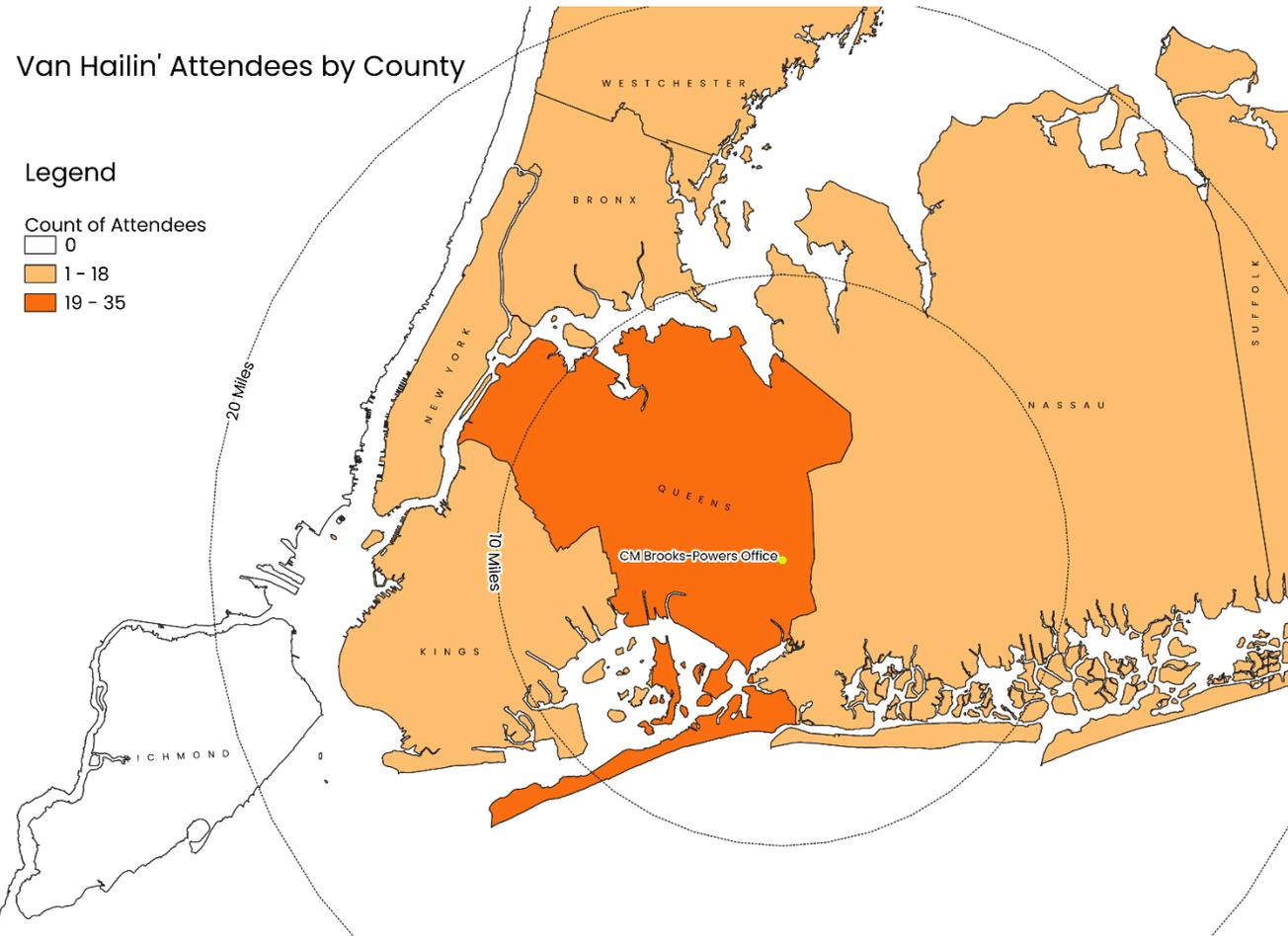
**Out of a total of 168 quarterly Van Hailin' attendees, there included some requests by attendees for more than one (1) service.*

Attendance Origin – March 2023



1st Stop: Queens

Most of the attendees were licensees from the Borough of Queens and there was no attendance from Staten Island. However, some attendees came from over 15 miles away from counties of Suffolk and Westchester. One licensee from Connecticut travelled approximately 116 miles to Queens.



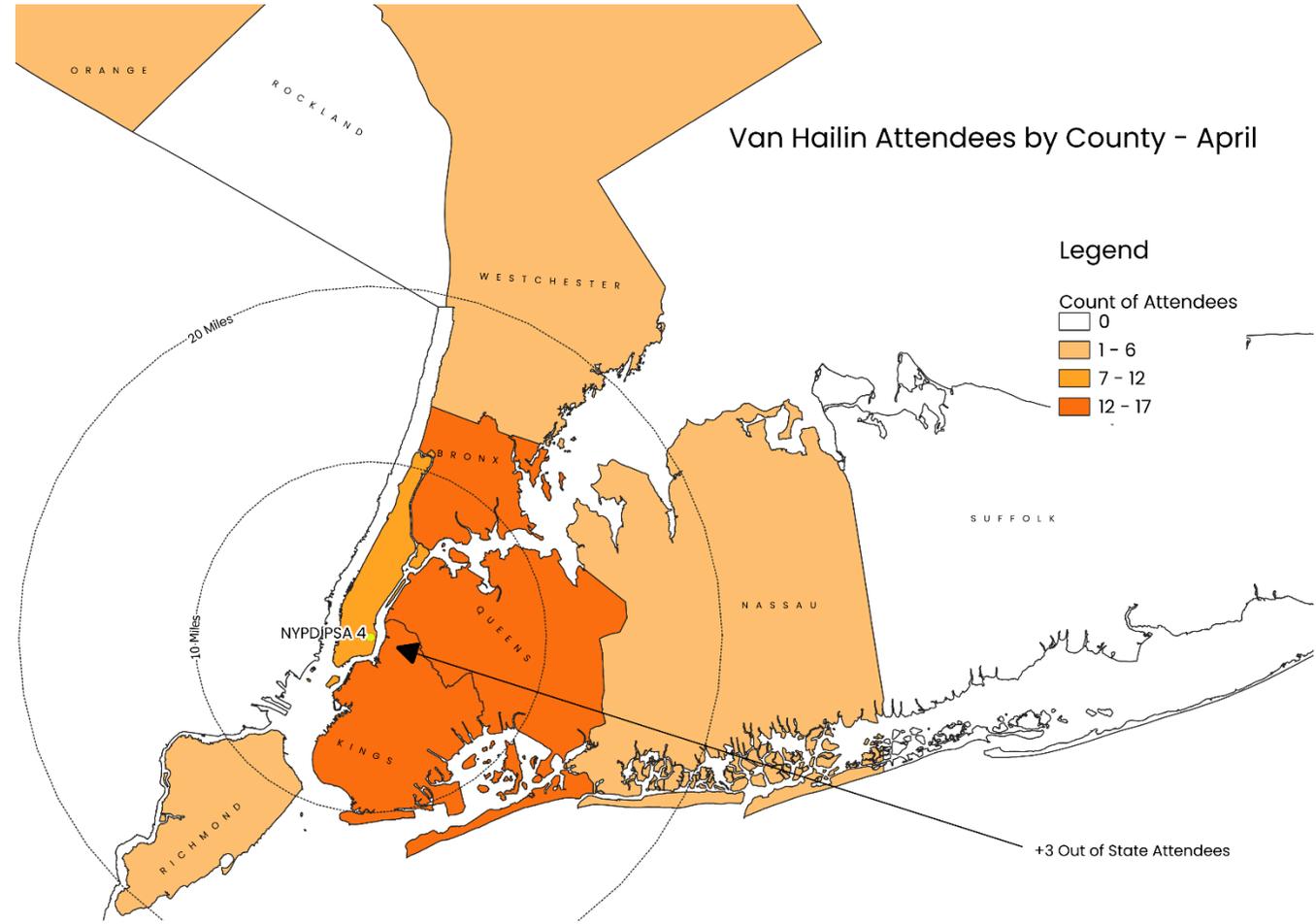
Map It Out: Office of Councilwoman Selvena N. Brooks-Powers
222-02 Merrick Boulevard, Laurelton, NY 11413

Attendance Origin – April 2023



2nd Stop: Manhattan

This event was more centrally located and more easily accessible. Drivers from Queens, Brooklyn, and the Bronx largely attended this event. However, licensees from as far as Orange County attended and there were three out of state attendees. One licensee from Orange County travelled approximately 63 miles to Manhattan.



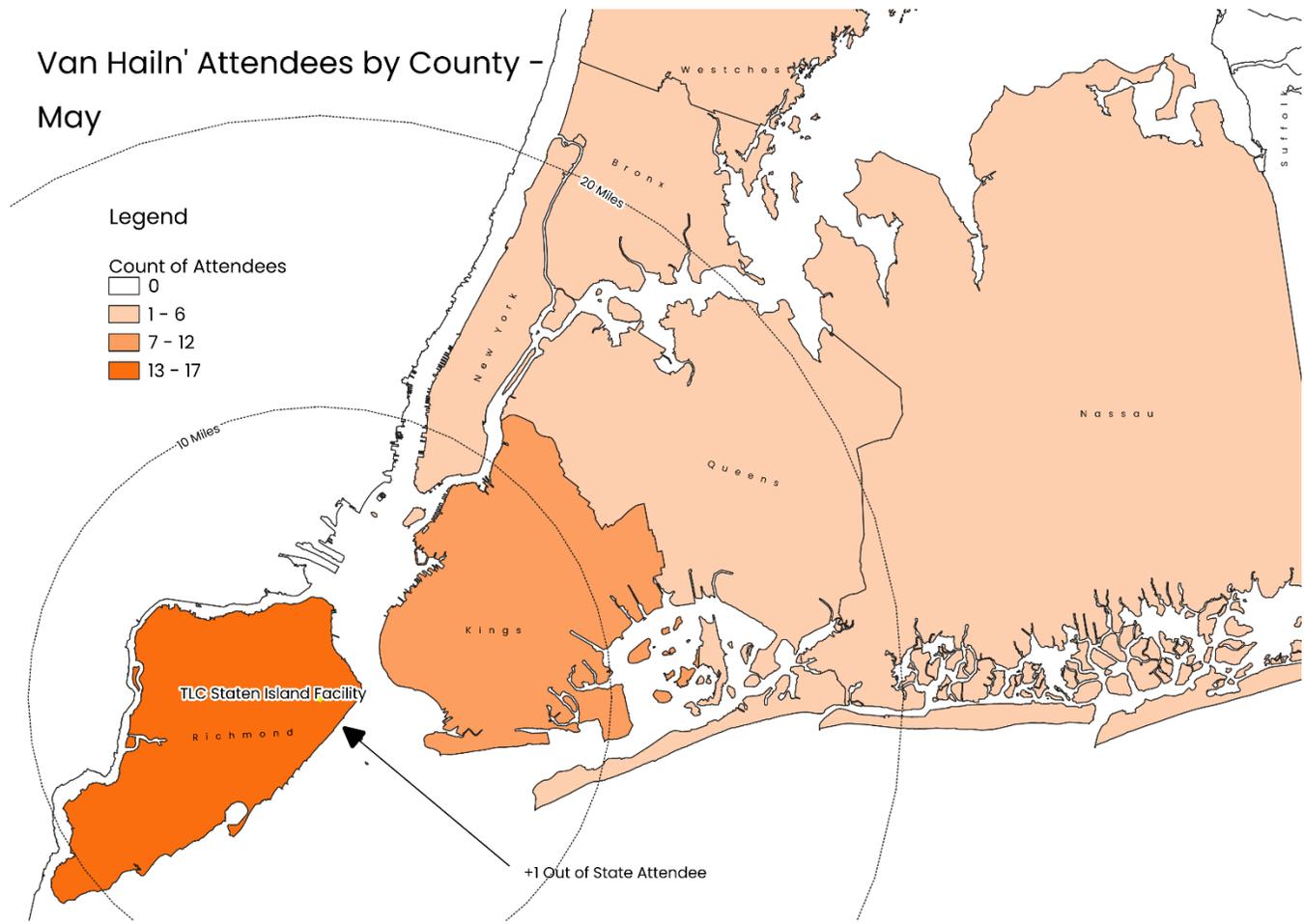
Map It Out: NYPD Service Area 4
130 Avenue C, New York, NY 10009

Attendance Origin – May 2023



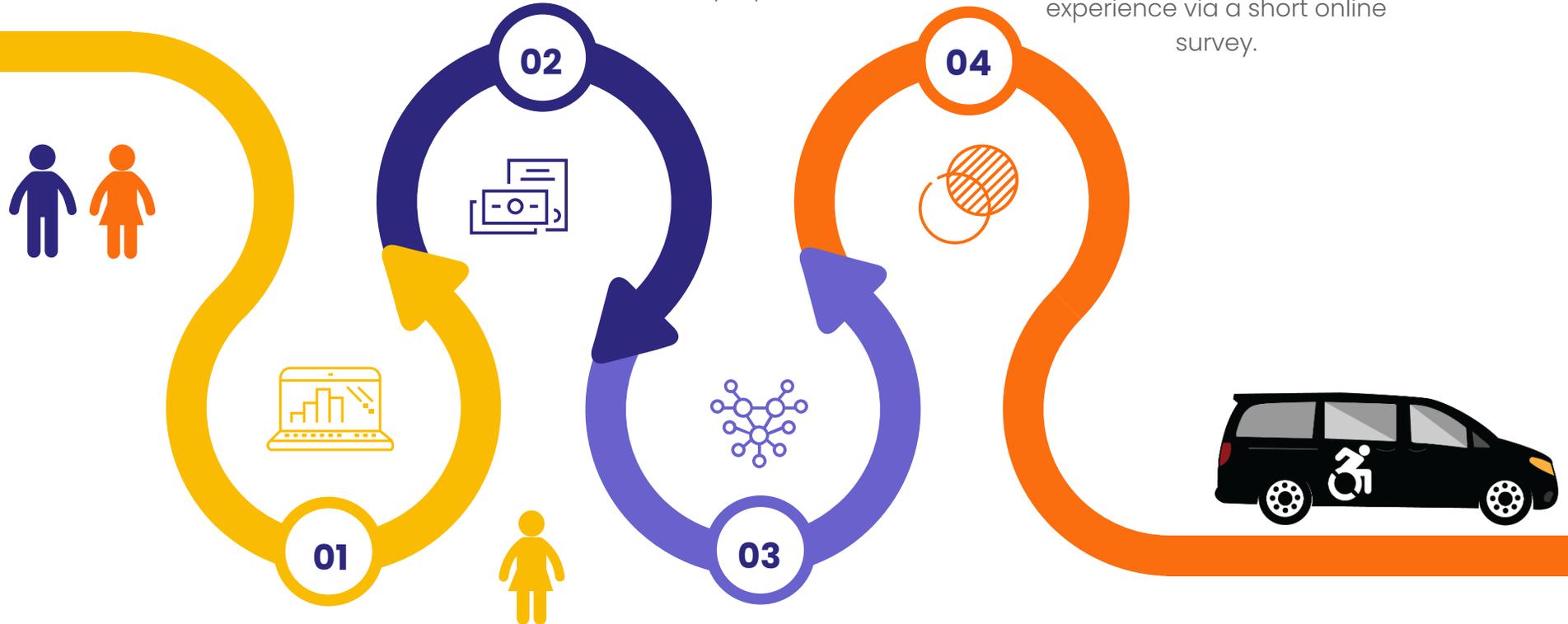
3rd Stop: Staten Island

This event largely serviced the licensees of Staten Island and Brooklyn. Licensees had to pay the toll on the Verrazzano Bridge to attend, but this did not deter some determined drivers. One licensee from Westchester travelled approximately 40 miles to Staten Island.



Map It Out: Taxi and Limousine Commission
1139 Hylan Boulevard, Staten Island, NY 10305

Operation



01 Intake

At the start of the Van Hailin' experience, TLC staff records the purpose of the licensee's visit and the services they are seeking.

Assistance Provided

The licensee is then directed to staff from the appropriate division for assistance with their visit's purpose.

03 Resolution

In some cases, the licensee's issue can be fully resolved, but in other situations guidance or an appointment is provided to the licensee.

Survey

The licensee is then asked to provide feedback on their experience via a short online survey.



TLC Services by Unit

Education

A subunit of TLC’s licensing division, the Education Unit is responsible for establishing standards and learning outcomes for licensed providers. TLC licensees can inquire about their licensing and renewal requirements and receive the new Wheelchair Accessible Vehicle decal.

Licensing and Standards

The Licensing and Standards Division processes transactions and services relating to drivers, vehicles, and bases. TLC-licensees can resolve issues with their licenses or receive guidance on how to do so by interacting directly with staff at Van Hailin’ events.

Finance

The Finance Division is responsible for overseeing the agency’s budget and processing payments from the public. TLC-licensees can request to pay fines and dues at Van Hailin’ through the onsite Cashier.

Prosecution

The Prosecution Division is responsible for adjudicating TLC rules through the issuance of settlements and penalties. TLC-licensees can request a settlement for a violation in which they will plead guilty but pay a reduced penalty.

LabCorp (Vendor)

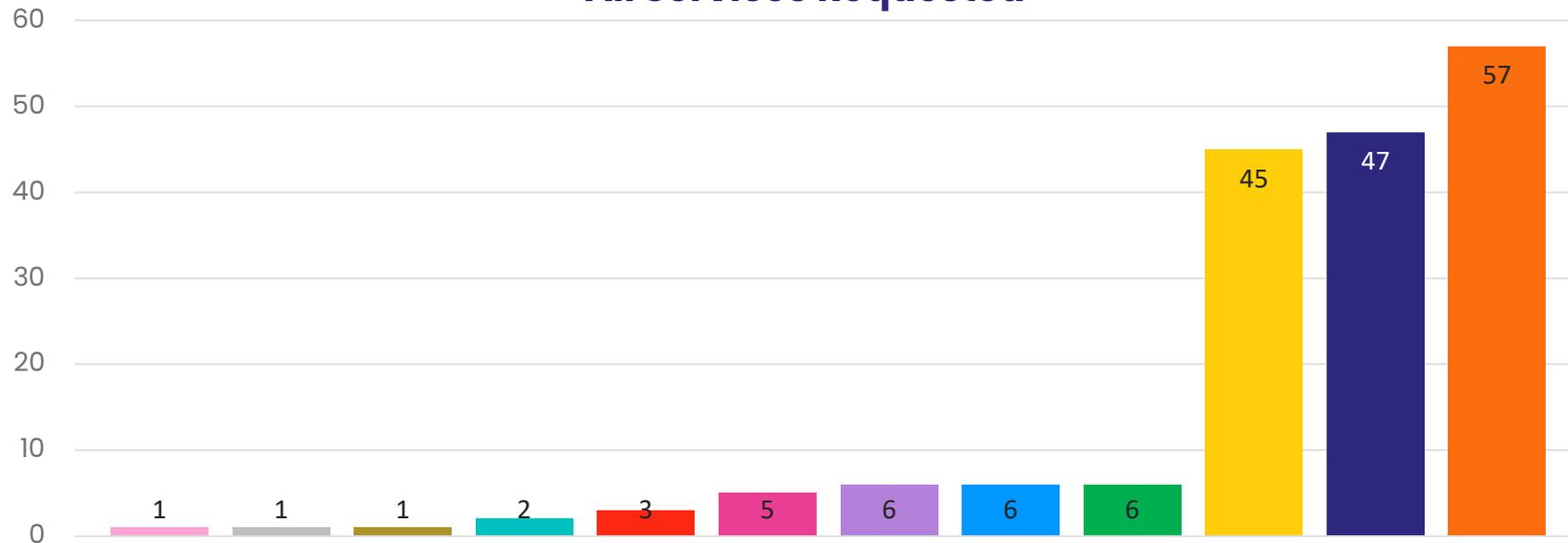
TLC-applicants and licensees are required to take annual drug tests at specific LabCorp locations across the city. LabCorp, TLC’s sole vendor for drug testing, utilizes on-site restrooms to provide testing services in locations that would otherwise be unavailable to the TLC community.

Uniformed Services Bureau

The Uniformed Services Bureau’s primary mission is to maintain public safety by deterring illegal operation of unlicensed vehicles and ensure compliance of all Safety & Emission standards. Licensees can ask onsite officers and inspectors about best safety practices.

Interpreting Service Data

All Services Requested



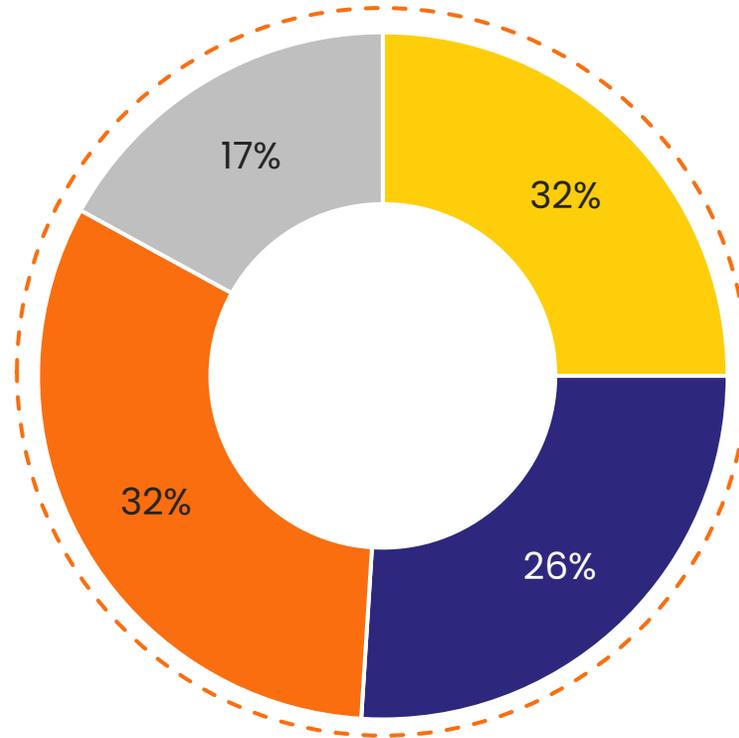
Total

- Legal - Medallion Retirement Question
- Inquiry - Base Renewal
- Inquiry - Replace License
- Inquiry - Vehicle License
- Inquiry - Driver License Renewal
- Inquiry - Vehicle 1,000 FHV EV Plates
- Inquiry - Vehicle Transfer Application
- Inquiry - Vehicle License Renewal
- Inquiry - Driver Application
- LabCorp Drug Test
- TAMIS Status Check / Update Contact Information
- Settlement

Top Services Requested this Quarter

The top three services hold an **83 %** share of total services requested.

All other services which were requested hold a **17%** share of total.



- LabCorp Drug Test
- TAMIS Status Check/Update Contact Info
- Settlement
- All Other Services



Top Three, Share of Total

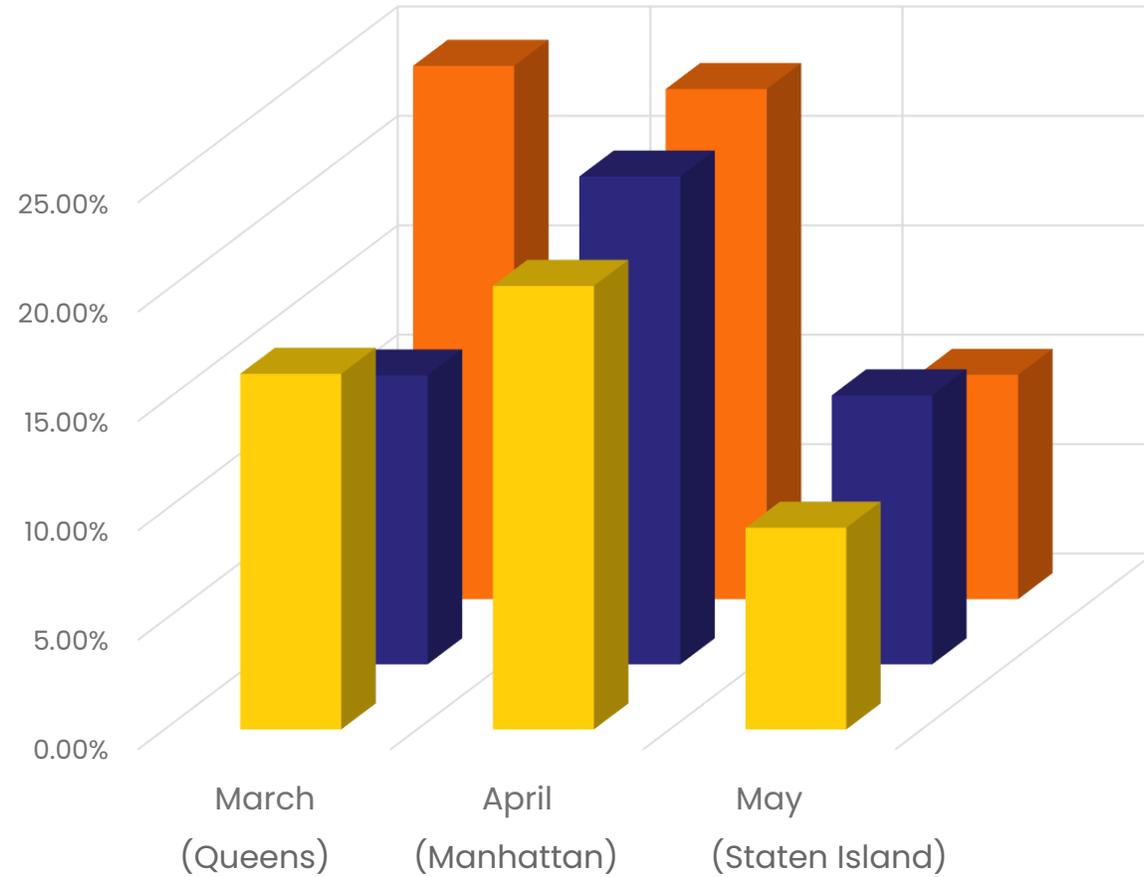
This quarter, there were three services which accounted for an overwhelming majority of the transactions at Van Hailin' events this quarter. These included settlements, LabCorp drug tests, and TAMIS status checks/contact information updates.

Top Services Requested by Month

In Review

This quarter, only three services accounted for an overwhelming majority of the transactions at Van Hailin' events.

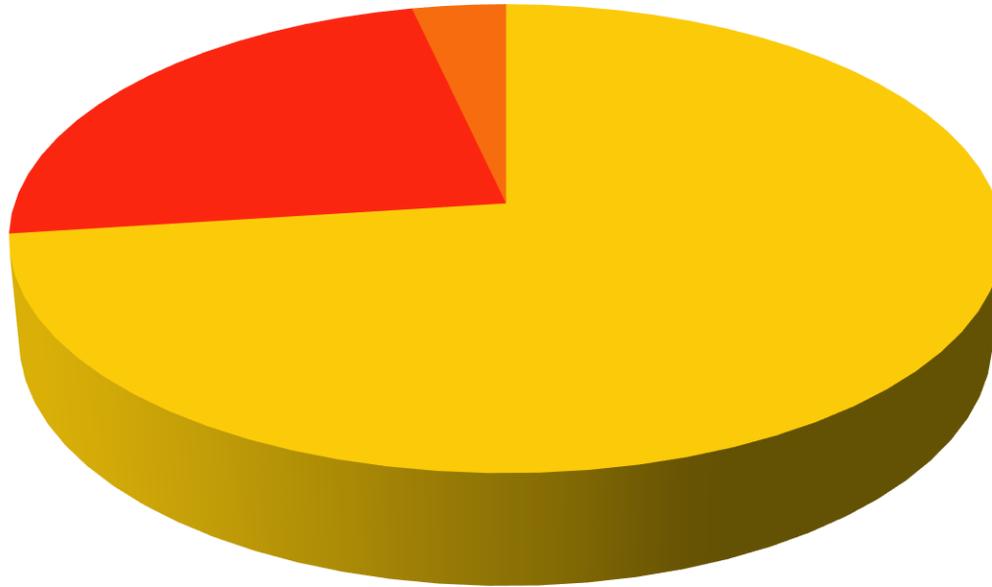
These included settlements, LabCorp drug tests, and TAMIS status checks/contact information updates.



- LabCorp Drug Test
- TAMIS Status Check/Update Contact Info
- Settlement

Licensee Satisfaction

- **73%**
Rated
Excellent
- **23.5%**
Rated
Good
- **3.5%**
Rated
Average
- **0%**
Rated
Below Avg.
- **0%**
Rated
Poor



Survey Results

After completing their interaction with Van Hailin', visitors were given the opportunity to take a brief online survey regarding their experiences by iPad. In total 85 visitors, mostly licensees, were surveyed which represents a greater than 50% survey completion rate.

Drivers overwhelmingly showed their support for mobile services with 96.5% of respondents rating their Van Hailin' good or better and only 3.5% rated the experience average or worse.

Across the Boroughs



TLC licensees line up to be received by intake at the Queens event in Laurelton.



TLC staff members service a licensee behind the scenes in the mobile unit.



A licensee is serviced by TLC's Commissioner and Chair David Do and City Council Member Selvena Brooks-Powers.

Across the Boroughs



A TLC-licensed driver holds a Vision Zero bumper sticker at the Staten Island event.



After a settlement offer, a licensee talks with officers from TLC's Enforcement unit in the Lower East Side.



A licensee receives guidance in Queens from TLC's Assistant Commissioner for External Affairs, Audra Palacio.

Van Hailin'



DUMBO, Brooklyn



Yankee Stadium, Bronx



Times Square, Manhattan



Long Island City, Queens



Fort Wadsworth, Staten Island

Feedback



New York City Mayor Eric Adams

This is the perfect example of using our city resources to make life easier for our hardest working New Yorkers and getting them 'Unchained' from the bureaucratic process.

I'm thrilled to see this van rockin' and rollin' along our city streets, brining support to the drivers who keep our city moving every day.



The dedicated TLC staff on board will assist drivers, saving them time, which is money...

Meera Joshi

NYC Deputy Mayor of Operations



Access to city services is a hallmark of a well-functioning city government. I applaud the TLC for their innovation...

Mercedes Narcisse

NYC Council Member



Meeting the community where they are at is an essential practice for true and successful community work.

Amanda Farias

NYC Council Member

Feedback

Mahrez Khelifi

TLC-Licensed Driver



As a cab driver who lives in the city, it was convenient, so easy, and fast. I was lucky to have the TLC right there in my neighborhood. The people from TLC were great, Commissioner David Do was welcoming, and I liked talking to the TLC officers there. Thank you to TLC!



Our Partners



NYPD

SELVENA
BROOKS-POWERS
CITY COUNCIL, DISTRICT 31



 **labcorp**

 **Affinity**
BY MOLINA HEALTHCARE



 **MTM**

Transit

NYC
Immigrant
Affairs

NYC
Buildings

NYC
Department of Finance

ASPCA

Future Goals



Eco-friendly Vehicle

Procure a new electric cargo van for Van Hailin'.



Designated Team

Create a designated Van Hailin' mobile team to staff events.



Service Scope Expansion

Provide additional services that were requested by licensees but not currently offered.

- Transfer applications
- Lost credentials
- Visual Inspections



Increased Operation Frequency

Expand the number of mobile office operations from once per month.

- Work with existing and potential partners to create a regular schedule
- Create a request form for interested parties