

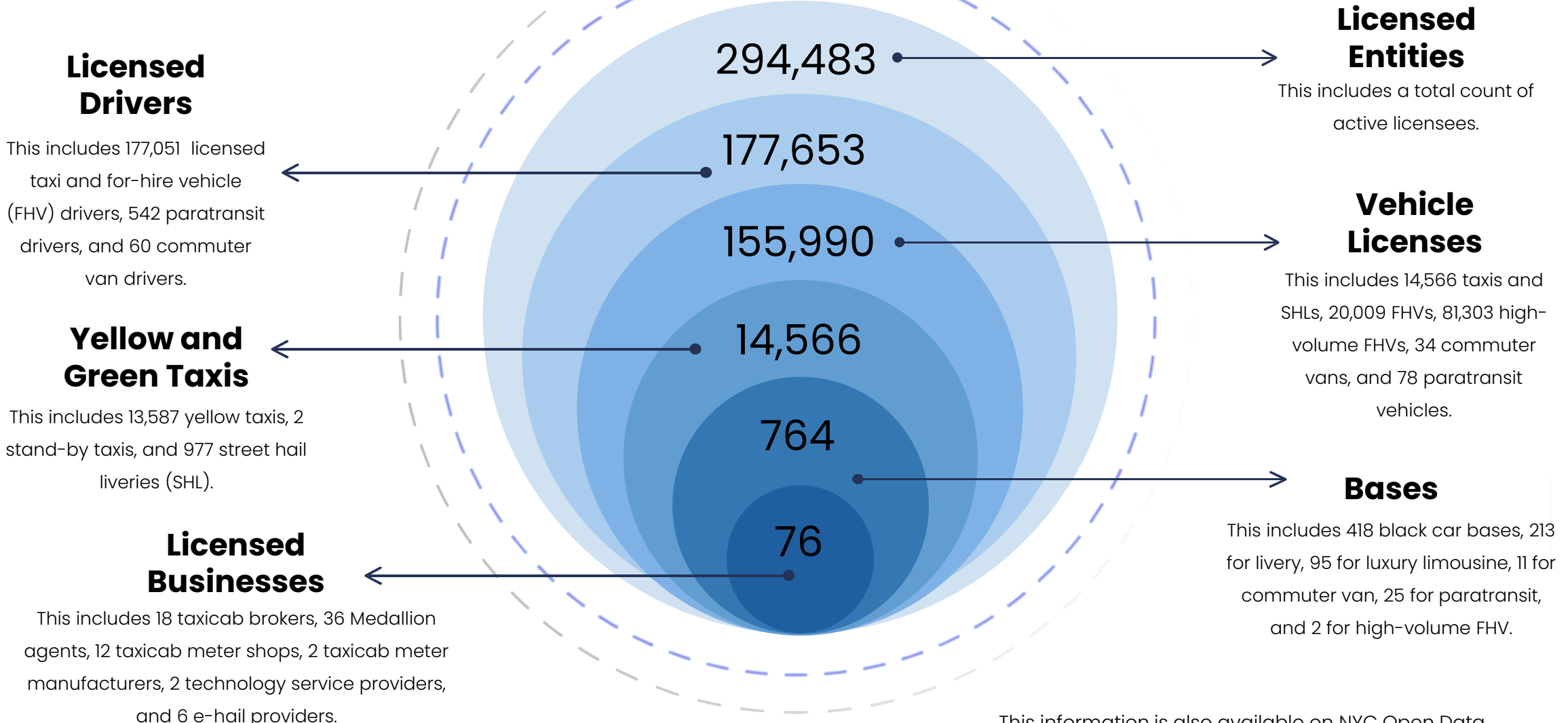


**2024**

**Q4 & Annual**

# **Van Hailin'**

# TLC 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](#).

# Summary

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island

## Q4 & Annual

### Report Overview

This quarter and year, **TLC's Mobile Outreach Unit, Van Hailin'**, cemented its place as a cornerstone of the agency's community engagement strategy. By meeting TLC licensees and the riding public where they live and work, the agency achieved new milestones in accessibility, outreach, and service. **Van Hailin' serviced 2,317 licensees in 2024!**

From a **record-breaking attendance of 271 licensees** in November to the creation and launch of the **Van Hailin' employee service app**, TLC continually prioritized driver and passenger safety, community equity, and interdepartmental collaboration. **Partnerships with 68 agencies, elected officials, and CBOs** enabled us to expand our reach into more communities and host **42 community resources** at **TLC resource fairs and an inclusion mixer**, and passenger safety engagement across the five boroughs via **On the Go**. These achievements highlight the value of TLC community-centered activations. Thank you for your support!

# Quarterly Data

**October:** Fordham Manor, The Bronx  
**November:** Jamaica, Queens  
**December:** St. George, Staten Island

## Population Served

**Q4 2024**

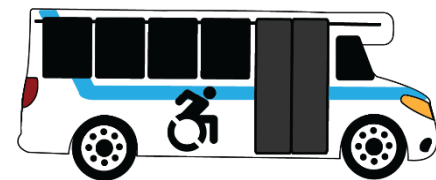
**609**

**Licenses Reached**



**680\***

**Services Provided**



*\*Out of a total of 609 recorded attendees for Q4 2024, there were requests of some attendees for more than one (1) service.*

# TLC Partnerships

TLC partnered with elected officials to bring  
Van Hailin' into their districts.

**October**

**The Bronx**



**State Assembly Member**

**AM 78**

George Alvarez

**November**

**Queens**



**State Senator**

**SD 14**

Leroy Comrie

**November**

**Queens**



**City Council Member**

**CD 27**

Nantasha Williams

**December**

**Staten Island**



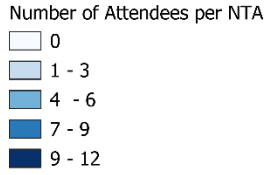
**Staten Island  
Borough President**

Vito Fossella

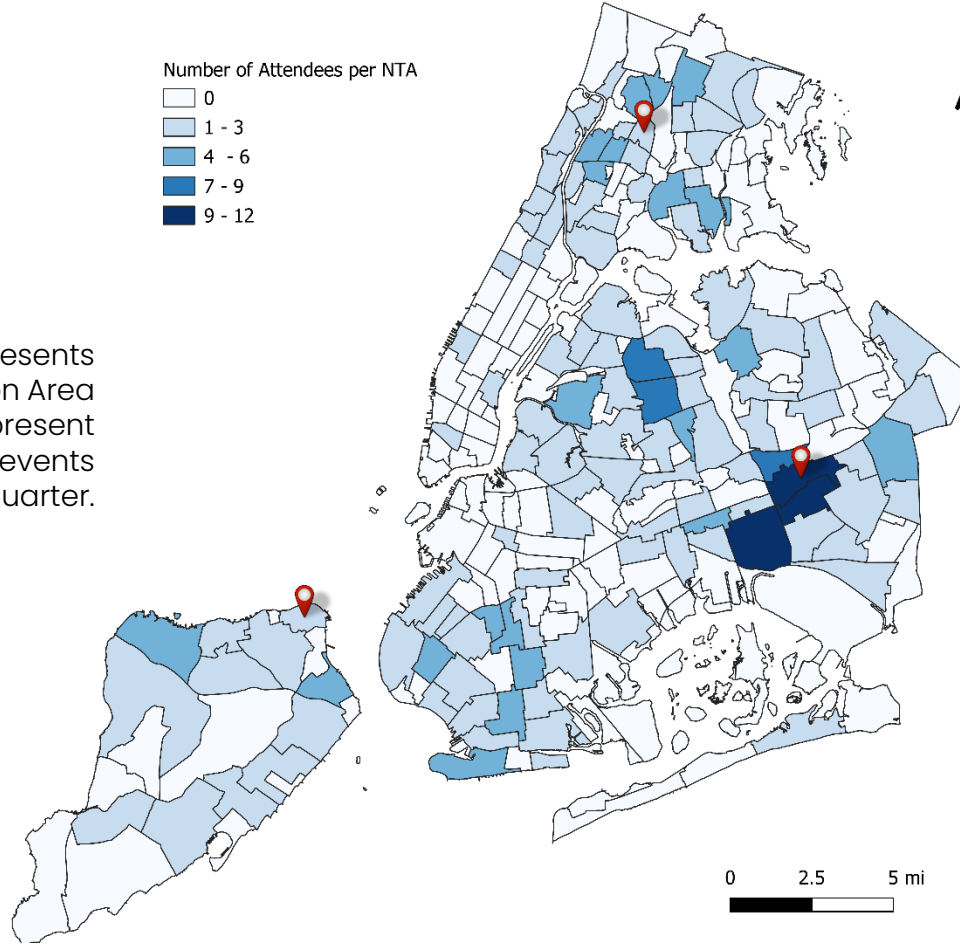
# Reach By Borough

## Citywide Attendees for Q4 2024

**October:** Fordham Manor, The Bronx  
**November:** Jamaica, Queens  
**December:** St. George, Staten Island



**Note:** Shaded area represents Neighborhood Tabulation Area residence. Red pins represent one of four Van Hailin' events this quarter.



### Key Insights

#### Local Needs in Every Borough

Distribution of licensees who came out to events in the Bronx, Queens, and Staten Island had reach across the five boroughs. Queens saw the highest concentration of locals by zip code and borough, indicating residents' demand for mobile services and impact of the selected district. Both the Bronx and Staten Island events provided a centralized location for the demand of surrounding Neighborhood Tabulation Areas.

**Q4 2024**

Quarterly  
Data

VAN HAILIN'

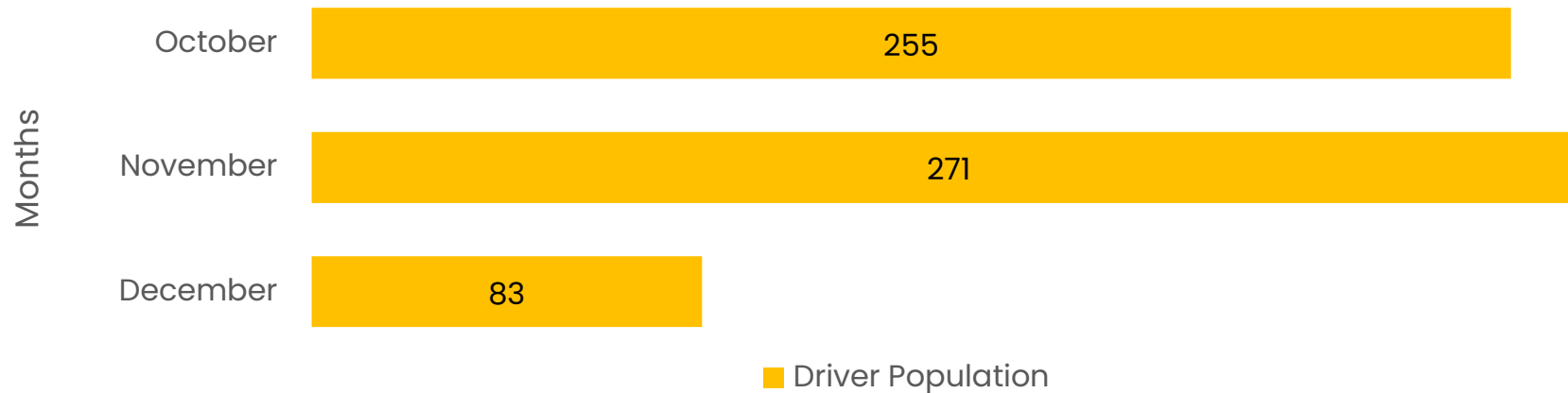
# Reach By Month

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island

## Attendance by the Month



Quarterly  
Data

### All-Time Highs in Queens

There were 271 licensees serviced in Queens in November, tying an earlier record made in the same borough earlier in 2024. Also notable, the Bronx event in October recorded the fourth-highest number of licensees at 255 serviced.

### Attendance Doubles Since Last Year

Comparing to October and November 2023's Bronx and Queens events, at 126 and 171 respectively, demand for services has doubled, due to growing awareness and improvements to communications strategies.

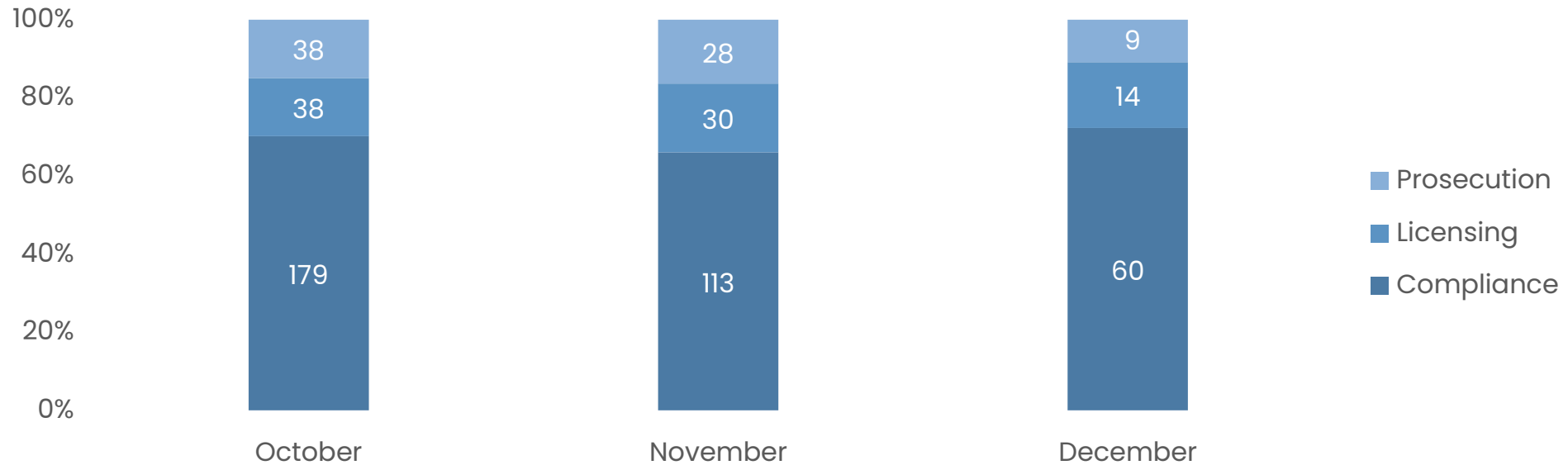
**Q4 2024**

# Service Provided

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island



Quarterly  
Data

## Rising Compliance Demand

The Licensing Division’s Compliance unit received an increasing number of requests in authorizing licensees to complete an annual drug test at Van Hailin’, with the second-highest number of requests occurring in November.

## Requests for LIC Office Services Remains

Despite Compliance accounting for between 70–72% of services provided this quarter across the three main categories, the number of requests for other Licensing services and Prosecution & Finance remained steady.

**Q4 2024**



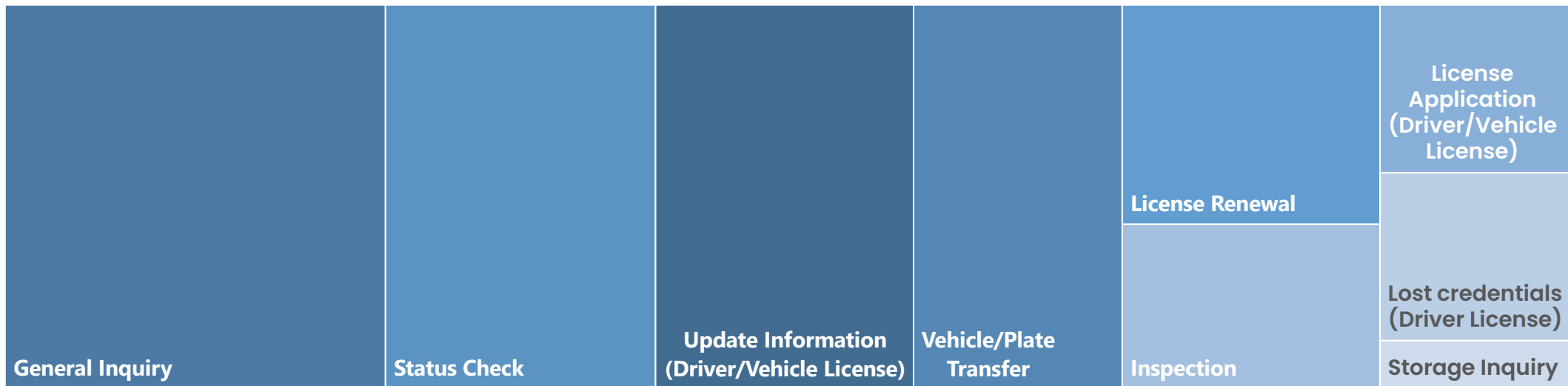
# Service Licensing Inquiries

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island

## Requests for Assistance



Quarterly  
Data

### Top 70% of Requests

The greatest number of requests were in the General Inquiry category at 24%, followed by requests for a Status Check at 17% and Update Information at 16%. Assistance with a Vehicle or Plate Transfer made up 13% of requests.

### Remaining 30% of Requests

Remaining consistent though requested to a lesser degree were inquiries on a License Renewal at 9%, Inspection or License Application both at 7%, Lost Credentials at 6%, and Storage Inquiry at 2%.

**Q4 2024**

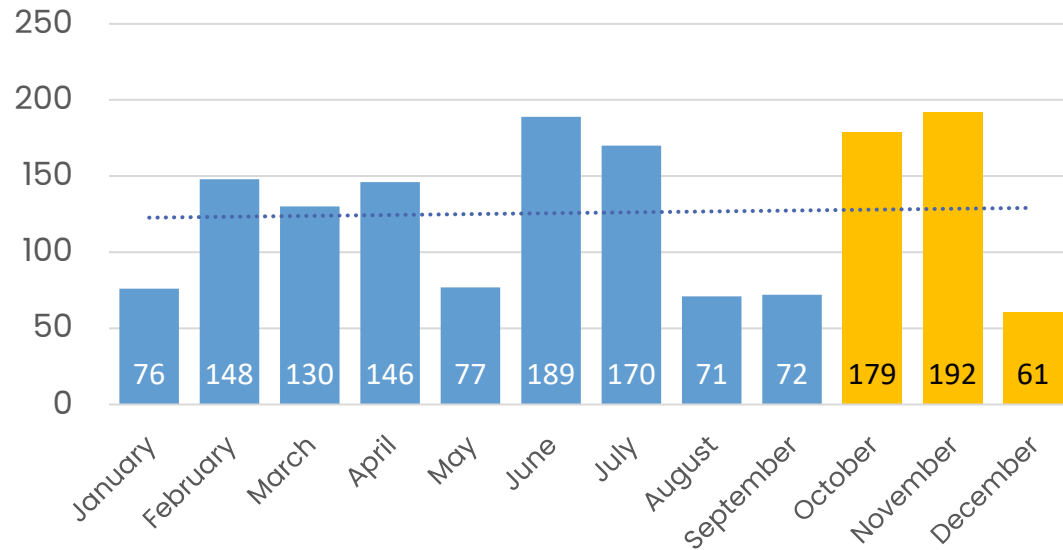
# Service Compliance

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island

## Drug Test Eligibility\*



## Key Insights

### Responding to Demand for Compliance

This quarter, the Bronx and Queens counted the highest number of requests that required verification by the Compliance unit, eclipsing previous annual records from Q2 and Q3 of this year in the same boroughs. As drug testing demand grows on a quarter-by-quarter basis, especially in the Bronx and Queens, Van Hailin' has responded to demand by expanding on partnerships with elected officials in districts of interest, and CBOs with sufficient accommodations. Process innovation has also helped reduce wait times for Compliance-authorized drug tests.

Quarterly  
Data

\*By verifying drug test eligibility, Licensing's Compliance unit was able to prevent 16 ineligible licensees from taking their drug tests. Common reasons for ineligibility were having already taken a drug test and or attempting to take it too early.

**Q4 2024**

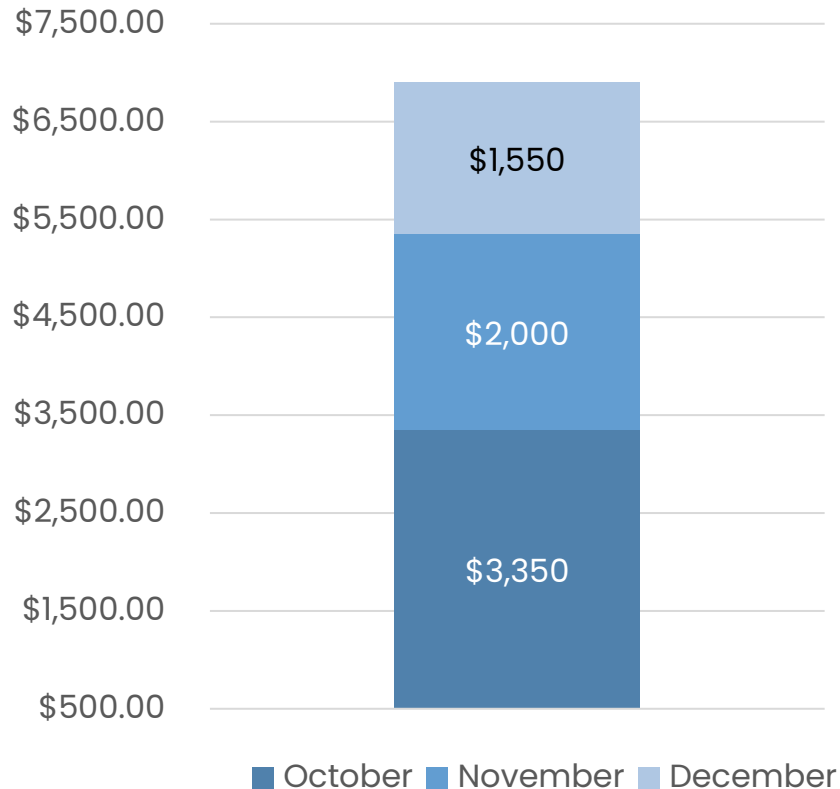
# Service Prosecution & Finance

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island

## Settlements Offered



## Key Insights

### Record for Settlements Offered in the Bronx

This quarter, the second-highest figure of cumulative settlements offered was recorded in the Bronx's Fordham Manor at \$3,350, second only to last quarter's event in Manhattan's Lower East Side at \$4,900. Licensees are provided the opportunity to resolve summonses that might affect the status of a license—constituting a growing number of requests at Van Hailin'.

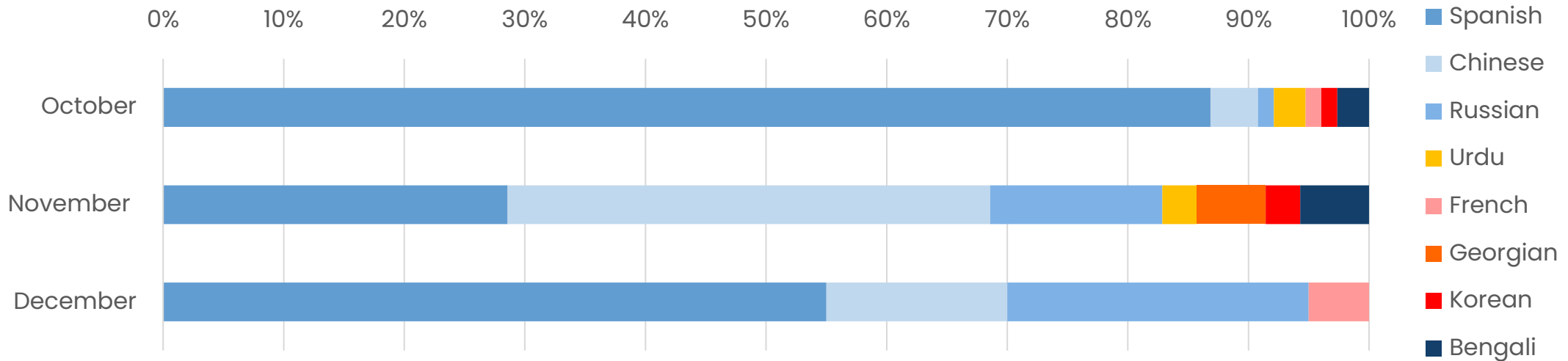
**Q4 2024**

# Service Language Access

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island



Quarterly  
Data

## Chinese & Russian Requests

Chinese and Russian have established themselves as top requested languages after Spanish at Van Hailin'. Through bilingual staff, TLC has strived to offer on-site interpretation pending staff availability.

## Requests Reflect Changing Communities

Requests for interpretation in Bengali, French, Georgian, Korean, and Urdu hold steady as a share of total requests in the fourth quarter. While wait times for an interpreter vary, all TLC staff are trained in calling an interpreter.

**Q4 2024**

# TLC Special Events Inclusion Mixer



## Jamaica, Queens

**NOVEMBER 22, 2024**

We held a community-building inclusion mixer in partnership with the **Greater Jamaica Development Corporation** at Greater Nexus in Queens. The program was emceed by TLC Chief Equity & Inclusion Officer Elsa Hampton and included awareness-building activities, interactive workshops, and **inclusive dialogue with TLC experts**.

**Q4 2024**

# TLC Special Events Inclusion Mixer



## Jamaica, Queens

**NOVEMBER 22, 2024**

On site, Queens-based driver and passenger communities engaged with each other and TLC leadership including Commissioner David Do, Deputy Commissioners Aisha Richard and Ira Goldapper, and Associate Commissioner Mohammed Akinlolu. Special guests also included **Senator Leroy Comrie and GJDC's Patricia Robinson.**



**Q4 2024**

# TLC Passenger Outreach On the Go

**October:** Concourse Village, The Bronx

**November:** Far Rockaway, Queens



## TLC On the Go!

Van Hailin’s public-facing outreach program, aimed at raising awareness around passenger safety, visited The Bronx and Queens this quarter to engage and respond to inquiries from community members and the riding public.

**On page:** TLC staff from Community Affairs and the Uniformed Services Bureau engage the riding public.

**Q4 2024**

# Annual Data

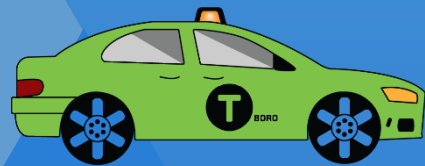
Attendance includes TLC licensees serviced in districts across the five boroughs in 2024.

## Population Served

**Full Year  
2024**

**2,317**

**Licensees Reached**



**2,507\***

**Services Provided**



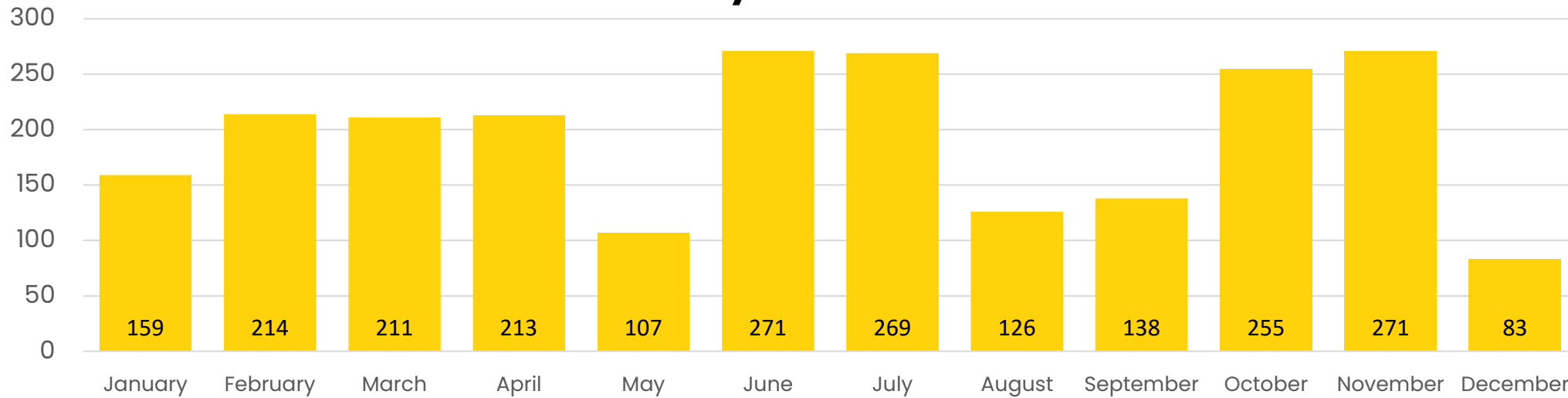
*\*Out of a total of 2,317 recorded attendees for full-year 2024, there were requests by some attendees for more than one (1) service.*



# Reach By Month

**Note:** See page 20 for specific boroughs and communities visited.

## Monthly Attendance



### Recorded Average at 193

The 12 events in 2024 had an average monthly attendance of 193, with 209 provided services on average, not including not-TLC resources from partners where accommodations permit.

### The Most and Least Attended

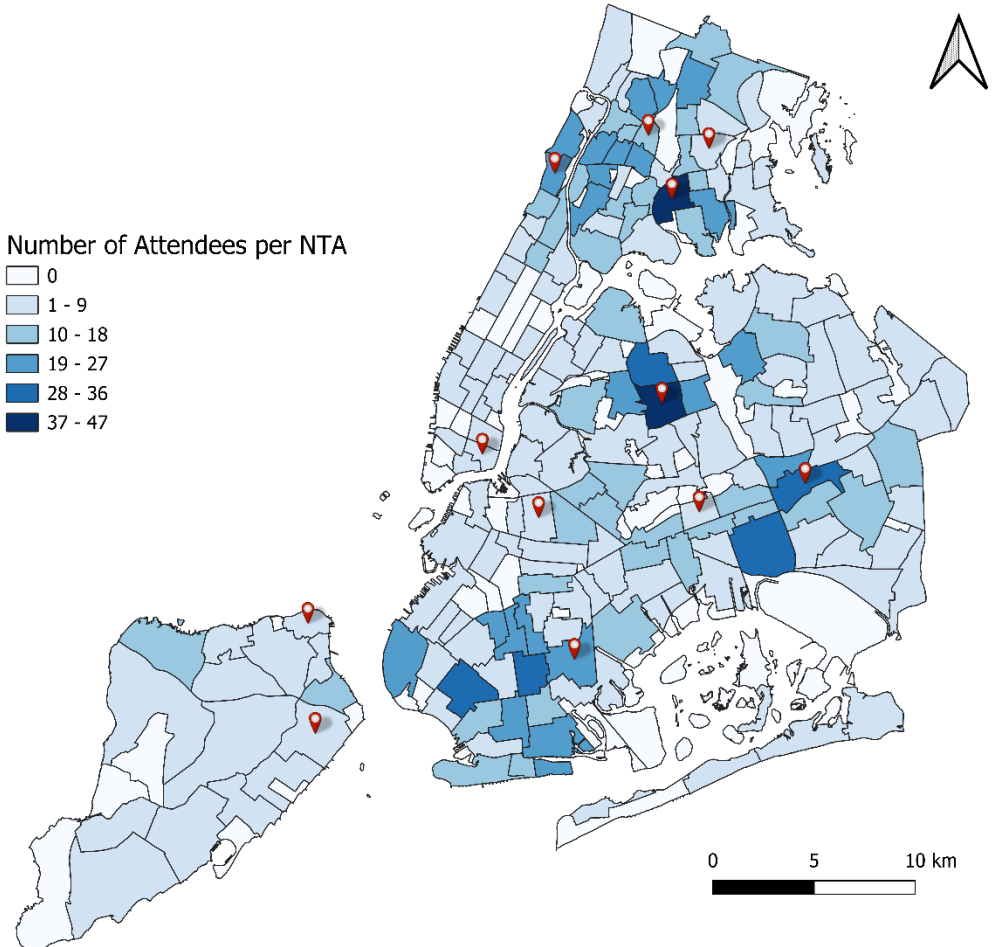
The events with the highest attendance were in the Bronx and Queens. The least attended were in Brooklyn and Staten Island. Upper Manhattan locations had a higher attendance than lower Manhattan locations.

**2024**

# Reach By Borough

## Attendance for 2024

**Note:** Shaded area represents Neighborhood Tabulation Areas. Red pins represent one of twelve Van Hailin' events this year.



### Key Insights

#### Targeting Convenience

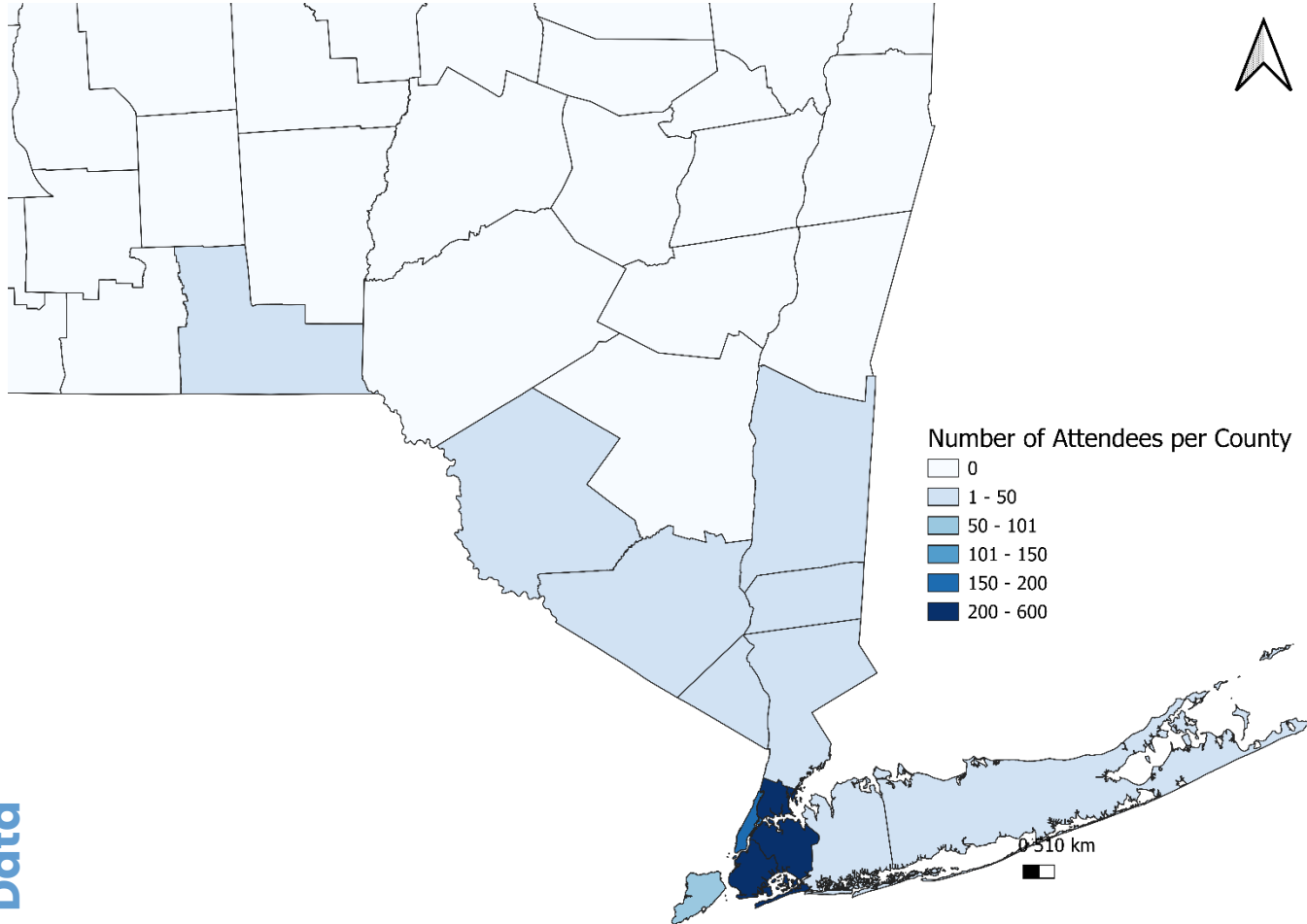
Planning the distribution of Van Hailin' considers communities most convenient for licensees. Typically, these communities are where they live and work. In other cases, they are on the way to or from a shift when visiting Van Hailin'. Demonstrably, Van Hailin' has managed to reach licensees living or working within and around the zip codes where it conducted visits.

**2024**

# Reach By County

## County of Residence

**Note:** Shaded area represents county of residence.



## Key Insights

### Attendance From the Region

Most licensees are New York City residents, which extends to those receiving services at Van Hailin'. But for those who live in counties outside of NYC (e.g., Nassau, Rockland, Suffolk, and Westchester) mobile services represent an opportunity to complete TLC services closer to a licensee's residence, or in a borough in which they typically conduct trips within a workday, without an appointment.

2024

# Reach Communities

**On page:** TLC staff member engages drivers and passengers at TLC's inclusion mixer in Jamaica, Queens.



## Communities Serviced

**January:** Bed-Stuy, Brooklyn

**February:** Washington Heights, Manhattan

**March:** Morris Park, The Bronx

**April:** Woodhaven, Queens

**May:** Grasmere, Staten Island

**June:** Elmhurst, Queens

**July:** Soundview, The Bronx

**August:** East Midwood, Brooklyn

**September:** Lower East Side, Manhattan

**October:** Fordham Manor, The Bronx

**November:** Jamaica, Queens

**December:** St. George, Staten Island

2024

# TLC Special Events Resource Fair



## Soundview, The Bronx

**JULY 19, 2024**

**TLC's resource fair in the Bronx** hosted **23 resources** at **Justice Sonia Sotomayor Community Center** in Soundview. In partnership with **State Senator Nathalia Fernandez** and **City Council Member Amanda Farias**, TLC-licensed drivers engaged with agencies like the U.S. Social Security Administration, NYC Departments of Small Business Services and Transportation, and CBOs like BronxWorks and LiveOnNY.

**2024**

# TLC Special Events Resource Fair



## Lower East Side, Manhattan

**SEPTEMBER 13, 2024**

**TLC's resource fair in Manhattan** brought **19 resource partners** to the Lower East Side. In partnership with **Manhattan Borough President Mark Levine** and **Grand Street Settlement**, TLC-licensed drivers and members of the riding public engaged with agencies like the NYC Departments of Buildings, Parks, Housing Preservation & Development, Social Services, and CBOs like Henry Street Settlement.

**2024**

# Factsheet Total Data



\*Some drivers receive more than one service.

since  
Inception

## Drivers Serviced

**3,346**

Since Inception

## Services Provided

**3,596\***

Since Inception

## Reach

**22**

Communities

Bronx: 5  
Brooklyn: 4  
Manhattan: 4  
Queens: 5  
Staten Island: 4

## Service

**2,055**

Licensing -  
Compliance

## Service

**979**

Licensing -  
Inquiry

## Service

**562**

Prosecution  
& Finance

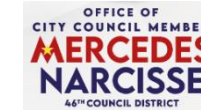
## Partnerships

**88**

Agencies, CBOs,  
& Elected Officials

**2023-2024**

# Partners



NYC Parks



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



Greater Jamaica Development Corporation

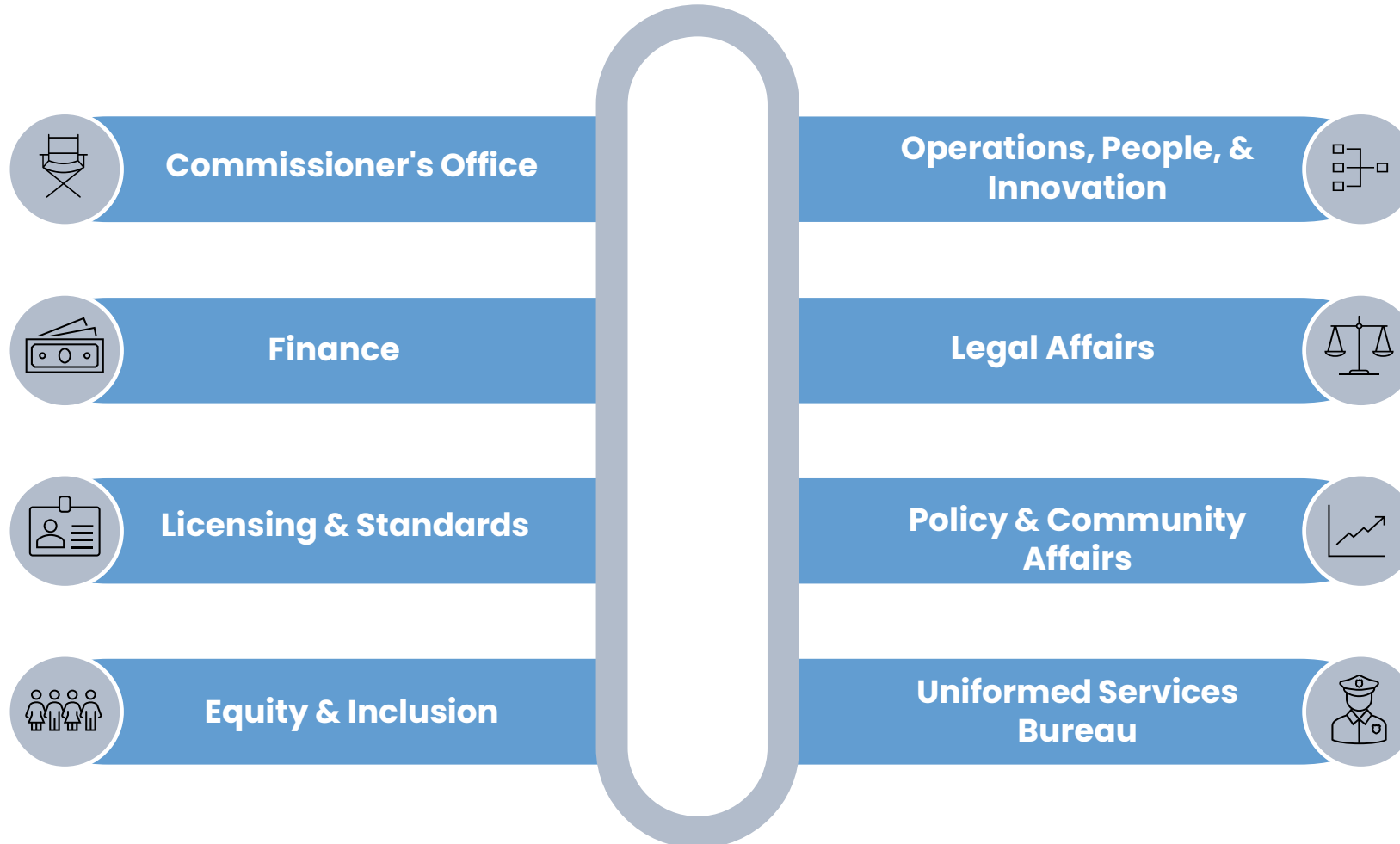




# TLC Representation

Van Hailin' hosts staff from across the agency to service TLC's licensee population at events.

## Offices Represented at Van Hailin'



# Office of Community Affairs



**Audra Palacio**  
Assistant Commissioner



**Dylan Cepeda**  
Director



**Benzel McClellan**  
Policy Analyst



**Camiele Burns**  
Policy Analyst



**David Renz**  
Senior Outreach  
Specialist



**Jin Moon**  
Language Access  
Coordinator



**Taylor Freeman**  
Media & Outreach  
Specialist



**Jake Torres**  
College Aide

# Office of Community Affairs



## **CONTACT**

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### ***Logistics***

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### ***Partnerships***

Taylor Freeman

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**Front and back covers:**  
TLC-licensed drivers and  
the riding public attend  
the agency's inclusion  
mixer in Jamaica, Queens  
at Greater Nexus.

# *Thank You*