

September 2024

A Van-Do Attitude

TLC drivers are at the core of keeping the Big Apple moving, whether it's getting New Yorkers to where they work, live, or play. So back in 2022, when we heard the mayor's call to boost customer service for licensees, we decided to return the favor and meet them on their own turf.

After much planning and "van"-fare, in March 2023 [we unveiled our Mobile Outreach Unit](#) – affectionally known as Van Hailin' – to bring crucial services directly to you in all five boroughs. Saving you a trip to Long Island City helps get you more of the good kinds of trips, right?

The impact was almost immediate, as licensees lined up around the block. In 2023 alone, Van Hailin' helped a whopping 1,029 licensees in their own communities, resolving 1,095 unique driver requests. In just the first six months of this year, we surpassed those numbers, with 1,175 TLC licensees getting help with 1,237 requests. Our June event in Elmhurst welcomed a record 271 licensees!

Spearheaded by our Office of Community Affairs and supported by the entirety of the TLC, Van Hailin' has been a resounding success that makes our city more livable for working-class drivers. Its services range from the convenience of on-site drug testing (don't forget to bring your \$34 money order!) to navigating TLC Up, to settlements and general licensing inquiries. We've polled drivers and learned that over 75 percent of our customers are able to have their questions resolved on site. Attend a Van Hailin' event and you may even find me manning a desk. You can always see Van Hailin's next stop by visiting nyc.gov/VanHailin.

More often than not, we also partner with elected officials to host Van Hailin' events, giving them a unique opportunity to speak with TLC licensees and understand their needs. Most recently, we teamed up with Councilmember Amanda Farias, who also attended our August hearing about in-vehicle tablet advertising, based on her bill. The public comments gave us exactly the kind of detailed, productive feedback we like to see when we propose new rules, and we're thankful for the ideas.

At least 25 percent of the gross revenue from these tablets will go into FHV drivers' pockets, and we're moving forward on allowing passengers to tip through the in-vehicle tablet screen. We want to get this right, so we'll reintroduce the revised rules and hold another public comment hearing before moving to a final vote. Drivers' concerns and wallets will always be a top priority for me.

Lastly, I was happy to see and celebrate with some of you at Driver Appreciation Day on Aug. 20 at the Taxi Clubhouse (161 W 22nd St Ground Floor, New York, NY 10011). For those who haven't yet visited, you're missing out! The Clubhouse provides a free and welcome place for drivers to rest, recharge, and feel appreciated before they get back on the road. It's no coincidence that the Clubhouse was also one of the first places Van Hailin' made an appearance!

See you out there,

David Do

Commissioner, NYC Taxi and Limousine Commission