

What are the services your agency provides? Please describe the service:

- Licensing: TLC licenses over 180,000 drivers and 120,000 vehicles that operate in the taxi and for-hire industries, as well as associated bases and other businesses.

Licensing:

What are the needs of the City's immigrant and/or limited English proficient population as they relate to the services your agency provides?

- Over 92 percent of our licensees were born outside the United States, and they speak many languages. In order to navigate licensing rules and maintain their licenses the licensing process needs to be communicated in the different languages of licensees.
- Many licensees need translations of agency communications. Correspondence with licensees such as emails and letters that are public facing are translated into the top 6 languages used by licensees those languages being Spanish, Bengali, Urdu, Arabic, Russian, and Chinese-Mandarin.

What are the barriers that immigrants have accessing these services and how has your Agency addressed these?

- In recent years, TLC did not have an adequate number of frontline bilingual staff. The agency has prioritized hiring bilingual applicants for frontline staff.
- To further supplement our frontline staff, the agency maintains a list of staff internal reviewers to help confirm the accuracy of translated forms and documents.
- The agency will continue to identify information that is important for obtaining and maintaining a license and move to have them translated into the top 10 languages spoken in the City. Currently the agency has these materials translated into six languages. This includes licensing guides and notices on important TLC policies.
- Some licensees request interpretation services at the customer service counter so the agency provides language line interpretation services to communicate with applicants and licensees.
- Licensees and potential licensees need multiple language resources at TLC driver information events. TLC's External Affairs team tracks these language needs to accommodate for licensees' changing language needs.
- Many of our immigrant licensees have difficulty understanding-legal language in written material and at events. TLC assesses documents to ensure that they are in "plain language" to improve the clarity of documents. Also, the need for interpreters is assessed before events, meetings, and Commission Hearings involving the licensing industry. Additionally, our Education team has created a glossary of relevant industry terms in the top 6 languages to be used for our translators when translating documents.

- This past year many licensees have requested assistance connecting with City-offered social services. TLC worked with SBS, Thrive NYC, GetCovered NYC and OFE to provide resources for our diverse licensee population. We provide each agency's materials and resources in several languages to our licensees. This is done through our bi-monthly newsletter, emails, and phone calls.
- Important Industry notice impacting licensees could be missed because of language gaps. So industry notices are translated in the top 6 languages to communicate any important policy changes.

What recommendations does your agency have to address these barriers or recommendations generally on immigrant issues connected to your agency?

In addition to continued use of vendors for interpretation and translation, many agencies would benefit from a larger pool of city employee/interpreters who speak the city's top 20 languages.

What recommendations does your agency have to address these barriers or recommendations generally on immigrant issues connected to your agency?

The agency will address language barriers by hiring additional bilingual staff for customer service roles, maintaining a list of internal reviewers for translated documents and expanding language access services from the 6 most spoken languages to the 10 most spoken languages.