

Office of Inclusion

January 2020

The Inclusion Exclusive

The Office of Inclusion was created to ensure the riding public receives equal and courteous service from taxi and for-hire vehicle drivers. Our mission is to reduce and ultimately eliminate service refusals and to ensure that both drivers and passengers know that everyone in New York City has the right to a ride.



Meetings & Outreach

Manhattan Borough President Gale Brewer's Office and the Office of Inclusion co-hosted its first Inclusion Town Hall. We introduced the Office's purpose, screened our service refusal PSA, and explained the TLC complaint process.

NYPD's Transportation Outreach Unit and TLC's Acting Commissioner Bill Heinzen (pictured left) were also in attendance.



Disability Expo
October 13, 2019

In October we attended the Disability Expo at the Einstein Community Center in the Bronx to inform the disability community about the Office's purpose and how to report a service refusal.



NYCHA Tenant Association
December 18, 2019

OOI has been attending various tenant associations in the five boroughs to inform its residents about the Office of Inclusion and how to report a service refusal. The Dec. 18 meeting was held at the Astoria Houses in Queens.



Safety Day Block Party
October 6, 2019

In October we also attended FDNY & NYPD's Safety Day Block Party in the Bronx to inform the public about the importance of reporting a service refusal and to answer drivers' question & concerns.

Accessibility

The Office of Inclusion recently launched a Disability Etiquette and Awareness Training mandated for all TLC staff and for new hires. The purpose of the training is to facilitate effective interaction with people with disabilities, and to help develop better customer service for the disability community. This training facilitates sensitivity to understand the disability community, provide proper language, and address etiquette considerations.

Our goal is to educate our staff on helping people with disabilities feel comfortable, productive and maintain inclusiveness in our workplace. In our effort to communicate and share information with the community, we continue presenting at events for people with disabilities, local organizations, and advocate leaders.



Upcoming Event

 **February 19th**
Office of Victim Services Presentation in Brooklyn

Prosecution

This calendar year, the Consumer Complaint Unit received 3,366 "OI" complaints. These complaints were made in response to service refusals and/or acts of discrimination by a licensee.

We will have a more detailed report on the 2019 complaint volume in our Annual Report in March.

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