

To: Rebecca Harshbarger-TLC,

When I wrote to you asking for instructions on how to tune into the TLC meeting, I did so because the previous time there was a problem of switching over from live stream to zoom. I was able to do that, but still I was confused because I didn't remember exactly how it was done. I was doing this for myself and the readers of NYC Taxi News.

So, you said I should tell NYC Taxi News readers to just go to the TLC website

1. There was nothing on the home page directing how to get to the Video, on the day of the meeting.

2. After fumbling around, if you're savvy enough, you were able to find the Live stream page. Most people are not savvy enough.

3. After finding the Live Stream page and waiting for the meeting to start, with very little time left and without any prior knowledge,

you are directed to a complicated URL <https://us02web.zoom.us/j/83387247900> that you have to copy down because it is not a live link.

And if you get past that barrier, you next are informed that you need to download Zoom and create an account.

All this within only a couple of minutes of the start of the meeting.

Well, I started to watch the meeting, but I was distracted by emails and phone calls from many people who had no idea what to do. I'm still getting contacted to see if the meeting is still available to watch. I missed listening to important testimony, thinking well, I'll be able to watch the Livestream video later that day. In the past they always had it posted on the same day. But no!!!!

4. Livestream, who took about a month to post the last meeting replay, still 24 hrs later has not posted the replay! WHY????

5. From what I was able to watch of the meeting, it appeared that many who signed up to testify weren't available. From what I wrote above, this was not surprising!

6. I've also been informed that this TLC meeting was not listed on the City Hall list of agency meetings.

Abe Mittleman NYC Taxi News

CC: Alan Fromberg

CC: Mayor Eric Adams

Reply

Dear Mr. Mittleman-

First and foremost, we apologize for any inconvenience that you or any member of the public experienced yesterday.

Secondly, we appreciate your feedback and candor and thank you for bringing this matter to our attention.

The TLC values your input and we strive to make all of our work as accessible to the public as possible. We will use the insight you have shared to improve our processes going forward.

Sincerely,

TLC Press