

June 2024

A Road To Awareness

May was a month of important celebrations and events at the TLC.

It was Asian American, Native Hawaiian, and Pacific Islander Heritage Month – a time to celebrate our drivers from those backgrounds and the vast AANHPI community who make up our diverse pool of licensees. It was also Military Appreciation Month, a time to salute the veterans who have served our country.

But it also marked Mental Health Awareness Month, a topic I think is important to address that is sometimes overlooked. I know that the life of a licensee isn't always easy – and in my time as the Chair and Commissioner, I've gotten a glimpse into the world in which our drivers work.

My message to you: You are not alone.

I, too, hail from an immigrant household and grew up with parents who came here in search of a better life. Discussing mental health can sometimes be taboo, but here at the TLC, I hope we can remove the stigma around what I know can be a sensitive discussion. It's important to start the conversation somewhere.

To that end, I want licensees to know about the network of resources that are available to them from the TLC and other city agencies. Our [Owner/Driver Resource Center](#) partners with [NYC Health + Hospitals](#) (H+H) and [NYC Mayor's Office of Community Mental Health](#) (OCMH) to offer assistance, including a dedicated hotline just for TLC drivers, that can support driver wellness, and can be reached at 718-360-5277.

Additionally, our Long Island City Licensing facility (a place many of you know well!) has a wellness room that all licensees can access. Inside, you'll have privacy and use of a video kiosk that can connect you directly with health care providers. It's a discrete way to get information and help about sensitive issues or topics that may be troubling you.

Most importantly, your mental health matters – and support is available. In addition to our [TLC resources](#), NYC Well has counselors available to listen and help with problems like stress, depression, anxiety, or more – in over 200 languages – by calling 988 or live chatting at: nyc.gov/nycwell

Also in May, we held a public hearing about our Flex Fare Pilot Program becoming permanent. If you're still unfamiliar, the program gives yellow taxi passengers the same price certainty as if they opened their phone apps to perform an e-hail.

For drivers, it is an additional way to get trips. We appreciated all the public comments and concerns – as they are critical to our rulemaking process and are used to refine proposed rules. Our main goal is to increase trip options for yellow taxi drivers, and this program, if adopted would be remain optional – drivers who do not want to do e-hail trips can turn them down.

Lastly, I look forward to another big TLC event in June. Our 10th Annual Vision Zero Honor Roll will celebrate our best drivers! This year, we're excited to throw the party at Gracie Mansion on June 4 at 6 p.m. If you've been invited, make sure to RSVP. I look forward to meeting you and being able to honor your accomplishments.

See you out there,

David Do

Commissioner, NYC Taxi and Limousine Commission