



Commissioner's Corner

By New York City Taxi and Limousine Commission Chairwoman & Chief Executive Officer
Aloysee Heredia Jarmoszuk

March 17th, 2020

Update

Leadership

Greetings, I am the new Commissioner and Chair leading the New York City Taxi and Limousine Commission.

As the new TLC Chair and Commissioner, I continue to meet with as many industry members, stakeholders, elected officials, advocates, and the riding public. I have taken every opportunity to meet with industry members between when I was nominated and now, .

These are extremely unusual times with the Coronavirus pandemic, which I address later in this column. If I have not had the opportunity to meet you yet or hear your concerns directly, I hope to do so soon.

Coronavirus

As I write this, a global pandemic is strongly affecting our city and country. The best way to stay up to date on the current news and avoid potential rumors or misinformation is to text COVID to 692-692, as well as check [nyc.gov/taxi](https://www.nyc.gov/taxi) for updates specific to TLC licensees. This will give you real time updates through NYC's official emergency notification system.

You can also visit [nyc.gov/coronavirus](https://www.nyc.gov/coronavirus), and follow our colleagues in the Health Department on social media at @nychealth on Facebook and [@nychealth](https://twitter.com/nychealth) on Twitter and Instagram. If you have an increased risk for severe coronavirus disease, such as if you are older or have an underlying medical condition, you can visit a website with additional guidance from the Health Department at bit.ly/guidanceincreasedrisk.

The virus is likely to be spread from person to person, but it is currently unclear how easily it spreads. Some common symptoms include fever, cough, and shortness of breath. People who are at more risk for severe illness are elderly or have other health conditions, and may require hospitalization. Others may feel like they have a bad flu or cold.

We want TLC-licensed drivers, vehicle owners, and operators to follow text updates closely from the City to get the latest information on what precautions to take.

If you do feel sick, please stay home. If you feel healthy and are working, please clean your vehicles at least daily

with standard cleaning and disinfection products such as Clorox, Purell, or a multi-purpose cleaner with peroxide. It is important to focus on disinfecting surfaces and objects that are touched the most often such as door handles, arm rests, and seatbelt.

If you cough or sneeze, please use a tissue or your sleeve. Do not use your hands. Use an alcohol based hand sanitizer if you are not near soap and water, and wash your hands with soap and warm water for at least 20 seconds when you are able to.

Please protect yourself and those you love, such as family members, by not touching your eyes, nose, or mouth with unwashed hands.

It is important that we separate facts from fear, and protect our fellow New Yorkers from experiencing discrimination. Please share accurate information from trusted sources like the [City of New York](https://www.cityofnewyork.org/), the [Center for Disease Control \(CDC\)](https://www.cdc.gov/), and the [World Health Organization \(WHO\)](https://www.who.int/) with your family, friends, community, and other networks.

If you are harassed because of your race, nation of origin, or other identities, please report it by calling 311 and say "human rights." The NYC Commission on Human Rights is here to help you.

If you need mental health services, please contact NYC Well at 888-NYC-WELL (888-692-9355) or text WELL to 65173. This is a confidential help line staffed every day, every hour by trained counselors who can offer crisis counseling and connections to behavioral health treatment in more than 200 languages.

The TLC is dedicating its every thought and its every effort to helping our Drivers & Operators weather this crisis. You are on the frontlines putting passengers at ease every day, providing safe and reliable service as the world changes around us, and we are grateful.

Thank you,

Commissioner Aloysee Heredia Jarmoszuk