

Commissioner's Corner



By [New York City Taxi and Limousine Commission](#) Chairman & Chief Executive Officer **Bill Heizen**

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Winter driving

It's important in the winter to keep a close eye on the weather and road conditions. Stay on top of any weather related vehicle maintenance, such as checking your car battery, replacing wiper blades, keeping windows clear, monitoring your oil, and keeping tires fully inflated. It's best to drive slowly and remain alert, particularly when the roads are slick or icy and visibility is reduced.

We have made it through the darkest days of winter, but the days are still short. We want to remind you to be particularly vigilant and cautious during dusk, night time, and dawn. You're more likely to be involved in a crash when it is harder to see. More pedestrians are hurt in crashes during dusk than at any other time of day, especially during winter when dusk comes during the evening rush home from work and school.

Our vision drops tenfold as night falls so drivers may not see a pedestrian until it is too late. You can make our streets safer by following the speed limit, turning slowly, always scanning for pedestrians, and staying rested and alert. We are appreciative of everything our licensees do to help the city realize the [Vision Zero](#) goal of ending traffic deaths.

Education

The [TLC's Driver Education](#) Team wants to hear from you! Last year, the TLC overhauled the driver training curriculum to better prepare new drivers in the daily operations of for hire driving. We are now turning our focus to experienced drivers. What training resources can help you work smarter and safer?

Some drivers have told us they want to know how to navigate the city better, so they do not have to rely on their phone to map the way. Others want to be better prepared to assist passengers with disabilities because it's been a while since they took the training.

We have also heard from drivers who want to practice chatting with passengers so they can improve their tips. Let us know what would help you by sending your suggestions to education@tlc.nyc.gov.

Campaign to End Service Refusals

This month the TLC launched a public awareness campaign to end illegal service refusals which will appear in the subway system, on buses and ferries, and on social media. The campaign reminds the public that it is illegal for a TLC-licensed driver to refuse a trip because of factors including the passenger's race, ethnicity, cultural background, destination, or sexual orientation.

As a reminder, drivers can refuse a trip if a passenger is intoxicated, disorderly, has an object that may damage the car, or does not have a container for a pet that is not a service animal. Licensees who pick up everyone know they get more trips, take home more money, and protect their TLC Driver License.

Drivers are critical partners in this campaign. You can help us close the chapter on discrimination in for-hire transportation by serving all passengers and encouraging other drivers to do the same. We are grateful for everything you do to serve the riding public.