

# LICENSEE LEADERS



**OCT 2023**

**ALEXYSS MOSCOL**

# Community

The New York City Taxi and Limousine Commission’s (TLC) Licensee Leaders is a media program that highlights the stories and voices of TLC’s community of drivers and other licensees, amplifying leadership in accessibility, customer service, and safe driving.



Licensee Leaders’ monthly program engages the TLC community through long and short-form features. The series also recognizes citywide and national awareness months while celebrating the viewpoints of our licensees as they relate to culture and heritage, industry, and safety.

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TLC's Licensee Leaders programming for October 2023 recognizes and salutes New York City's taxi and for-hire vehicle (FHV) drivers and their dedication to road traffic safety and excellence in customer service.

Drivers represent the heart of a pivotal transportation industry in a City that is in motion 24/7 constantly focused on progress.



In this issue, TLC meets with FHV driver Alexyss Moscol, an electric vehicle (EV) enthusiast who prides herself on safe driving and excellent service.

Originally from Peru, Moscol shares on the benefits of being an EV owner, what led to her choosing one, and why having rest between shifts is important.

# INTRODUCTION



## Driver Spotlight

# Alexyss Moscol

As October 2023's *Licensee Leader*, TLC met with electric vehicle (EV) owner Alexyss Moscol in Chelsea to hear her perspectives on the industry. The for-hire vehicle (FHV) driver shares her enthusiasm for EVs, tips for driving safely in NYC, and her future plans as a small business owner.

**TLC: In your opinion, why is recognizing leadership in safe driving important?**

**Alexyss Moscol:** It's important in order to maintain the integrity of myself

and the passenger. I believe I need to be an example to follow. You have to always have respect for everybody and try to be that example.

**TLC: Where are you from originally? When did you first come to New York?**

**AM:** I'm from Peru. I came to New York back in 2007, on July 4th, 2007. Coming on the 4th of July was a coincidence. It was supposed to be a vacation.

**TLC: What first influenced you to come to the city?**

**AM:** I had many family members living here already. That was also the reason I first moved to Florida, originally, before coming to New York. I can sew, and my aunt does the same. And so, I initially followed her to Florida for work.

So, I learned how to sew from my aunt, and then I returned to New York, because I was missing my family so much – my mom, my sister. And then the reason why I decided to stay here rather than go back to Peru was due to the work opportunities available here.

**TLC: Was NYC a natural adjustment for you?**

**AM:** So, I came to New York for the work opportunities, as I mentioned. Though I really liked Florida. It was very roomy – with more spacious houses. Whereas here, the space in apartments is very limited. But in terms of work, the pay is better here per hour. So that's why I decided to stay.

**TLC: When did you join the TLC community as a licensee? Was there a reason you chose to join this industry?**

**AM:** Back in May 2021. Currently, I have two kids. However, at that time, I only had one son and he was living here.



*Moscol cites the appeal of better pay per hour in NYC*

Working as a driver gives me the opportunity to choose my own schedule and to earn more money for extra hours.

**TLC: Did you face any initial challenges when you became a driver?**

**AM:** In terms of driving, I would say no, because I had so much experience driving in Florida.

In terms of passengers, however, I did. One time, I had a passenger who was very distracted when opening the door and another car hit my door. I did ask him to be careful [when doing so].

**TLC: What did you learn from that experience?**

**AM:** I learned, in that moment, that Uber does not cover and is not responsible for that type of damage, and nor was the passenger, who just said, “I’m so sorry,” and left. That was news to me. I didn’t know that.

I am glad to see now that TLC is promoting the “New York Twist” campaign to make sure passengers look when exiting the vehicle, especially to look for cyclists when exiting. I almost experienced that as well. It’s very important – because some passengers are distracted. I like it.

**TLC: Do you have any favorite trips or memorable passengers?**

**AM:** Of course. I have many good memories. There was this one lady I connected with on a trip. We liked each other very much. She told me she really enjoyed my company. I was taking her to the mall to go shopping. Most of them are usually nice passengers, and I have nice memories with them. But there is always an exception.

**TLC: Tell us what it’s like driving an electric vehicle (EV). What make and model do you drive?**

**AM:** I have been driving a Hyundai Ioniq, 2020. I like it very much. It’s very quiet. I just bought a new Hyundai Ioniq as well.



*Moscol talks charging stations, passengers, and the “New York Twist”*

**TLC: Are there any improvements you would like to see that affect you as an EV driver?**

**AM:** I would say the only downside is charging because I live in an apartment building.

Also, I’d also like to mention that there is a large charging station at JFK Airport. And drivers don’t usually take care of that station very well. If I go there to charge my vehicle, some of the stations aren’t working well. And it is because other drivers aren’t using it in the best way. It’s their fault.

**TLC: Have you always drove an EV?**

**If not, tell us about the differences between an internal combustion engine (ICE)/gas-powered vehicle and an EV.**

**AM:** I don’t like the smell of gasoline. So that’s one of the differences. Also, in the end, an electric vehicle only takes two dollars and gives you 240 miles of range. I’ve found that gasoline is three times the price. Overall, the maintenance of an electric vehicle is way cheaper. You don’t need to change the oil, and even replacing other vehicle parts is cheaper. I love EVs.

**TLC: Was there a learning curve when you switched?**

**AM:** Well, I had no idea about the function of an electric vehicle. So, I’m not going to lie, I was afraid to purchase my vehicle. But after two months, I was in love!

**TLC: What was something you were worried about originally but turned out fine?**

**AM:** The charging, of course. I always compare the charging with a cell phone. And I was surprised. And the miles that it gave me, compared to a gas-powered vehicle.



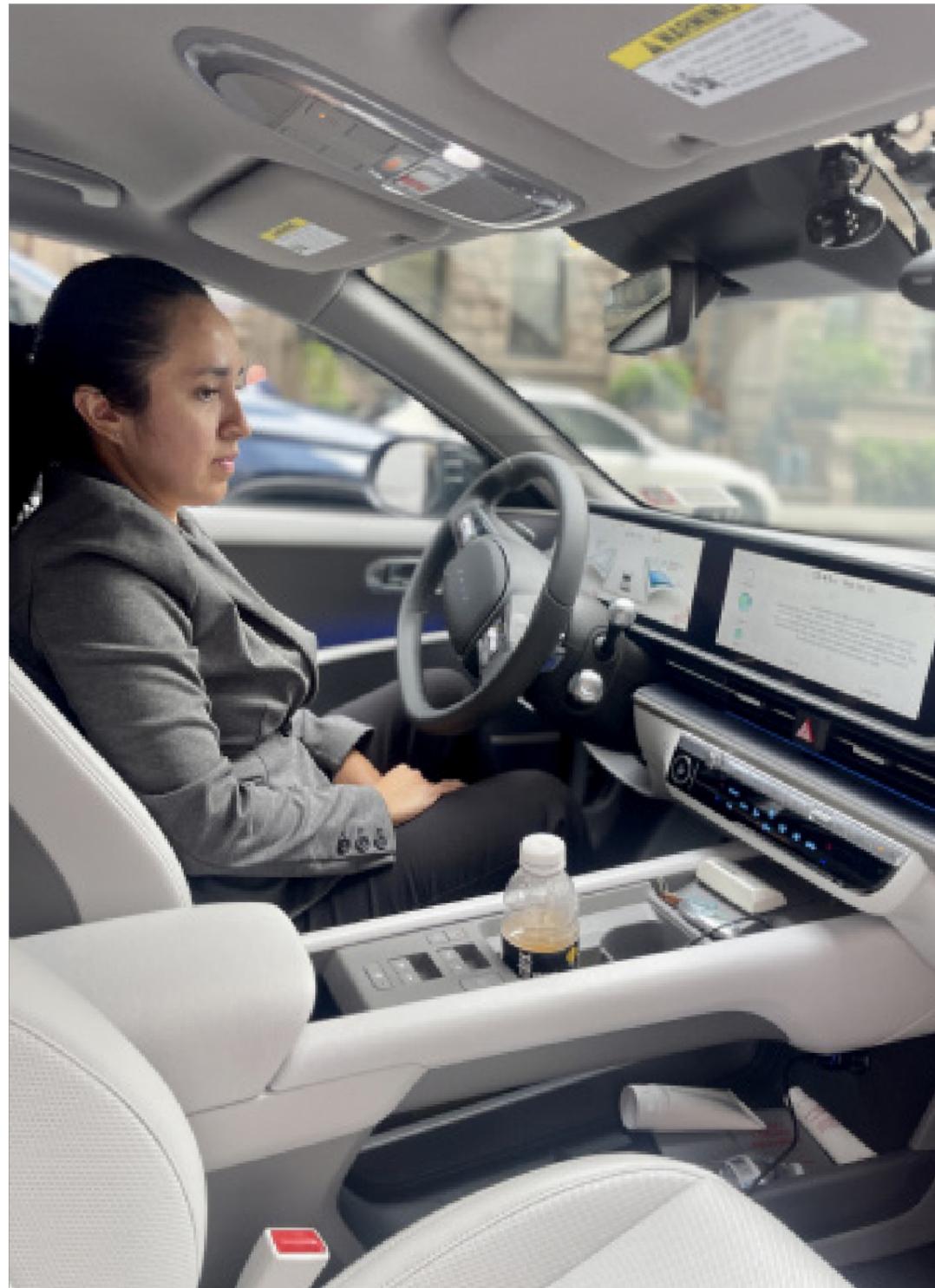
*An EV enthusiast, Moscol stresses the importance of treating NYC’s EV charging stations with care*



**YOU HAVE TO  
ALWAYS HAVE  
RESPECT FOR  
EVERYBODY  
AND TRY TO BE  
THAT EXAMPLE.**



*Moscol highlights the importance of maintaining driver-passenger integrity*



Moscol shows us the sleek dashboard and interior of her new Hyundai Ioniq 6

**TLC:** Could you tell us more about that? How long does a full charge last?

**AM:** It depends how much you work, but I think it initially scares people to think about how many charges your car might need driving around the City. When full, at 80%, the car is charged enough for two days of work. But if you drive more hours, like 12 or 14 every day, that might be different. I work anywhere between 6-8 hours a day, so that charge lasts for two days.

That's for my Hyundai Ioniq 6, I get 260 miles at 80% for two days. Every hour it's about 15 miles. For a long trip, it's 30 miles for an hour. Maybe that's about 100 miles per day if I calculate.

**TLC:** What are some of the other benefits you have found in driving an EV?

**AM:** I'm saving money, the miles are more profitable, and it's very quiet, so my passengers love the car. And no maintenance, of course. Also, Uber gives me one dollar per trip, and I use that money to pay for the charging of my vehicle. That's how I use that money. So, it basically feels free.

**TLC:** Have you explored any tax credits or rebates offered through federal or state programs you may be eligible for as an EV owner?

(One of these is the federal Clean Vehicle Credit, which is a tax credit of up to \$7,500 for the purchase of a qualified

plug-in Electric Vehicle (EV). Credits are also available for the purchase of qualified used EVs as well as for businesses. For more information visit [irs.gov](https://www.irs.gov). Another of these is the New York State Drive Clean Rebate for Electric Cars, which is a point-of-sale rebate of up to \$2,000. Visit [nyserda.ny.gov](https://www.nyserda.ny.gov) for additional details.)

**AM:** Yes, I had applied for the [Clean Vehicle Credit] program, but the credit I received was low, because I was sharing the vehicle with a partner. I received only \$2,000 of the offered \$7,500 because it was a shared vehicle.

**TLC:** What environmental factors do you appreciate most about driving an EV? Why are they important?

**AM:** Global warming is taking its toll. We must take care of the environment. Especially here because we have very heavy traffic in the city.

**“I’m saving money, the miles are more profitable and it’s very quiet, so my passengers love the car.”**

**TLC:** Why is it important to contribute to cleaner environments in general for the present and future? What can we all do as New Yorkers to participate?

**AM:** In addition to contributing to the environment, we all live here and need to take care of the environment. It's part of us. It's fundamental. This is vital.

There were fires in Canada recently. And it affected much of our environment. I was working at that time, when the fires happened. It affected my breathing a lot. So, I needed to stop working, because I was feeling congested and tired.

We should all switch to electric vehi-



*FHV driver Moscol is an advocate for environmental friendliness*

cles at some point. It will improve the environment a lot. You may pay more for a vehicle, but the gasoline is more expensive. And when New York City has more charging stations, I think more people will be more encouraged to switch to an electric vehicle instead of driving a gas-powered vehicle.

**TLC:** What do you think about NYC's TLC Green Rides Initiative and goal for the City's ride-share fleet to be zero-emissions or wheelchair-accessible by 2030?

**AM:** I think it's a very good initiative. But, as I said before, if there were more chargers around the City at various specific central points, the people would be more encouraged to buy an electric vehicle. And even though electric vehicles are more expensive – I know for sure that the price is also scary to the people who might be doubtful – I think it's better for the environment. It's a win-win. If you can compare the price of the vehicle, and what you are spending in order to buy gas, it is the same or even better.

**TLC:** What do your passengers have to say about your vehicle?

**AM:** They're always very interested in my car. They are very curious. They always ask, "Oh, is it really 100% electric? You don't use gas? Is the mileage OK?"



**IT INITIALLY SCARES PEOPLE TO THINK ABOUT HOW MANY CHARGES YOUR CAR MIGHT NEED.**

**WHEN FULL, AT 80%, THE CAR IS CHARGED ENOUGH FOR TWO DAYS OF WORK.**

**I WORK ANYWHERE BETWEEN 6-8 HOURS A DAY, SO [IT] LASTS ... THAT'S FOR MY HYUNDAI IONIQ 6. I GET 260 MILES.**





*It took Moscol two months to get accustomed to an EV; she hasn't looked back since*

Or “Does it give you a lot of miles? How much do you pay for charging?”

For example. I think people are scared when they don’t know much about something. And this is one case. People don’t know much about electric vehicles, so they can be scared to buy one.

Another thing they are very curious about is how long a full charge takes. I always tell them that it depends on the model. The brand-new cars take around 20 minutes for a full charge. This is compared to older ones that take more than that.

And now, I only charge my vehicle up to 80%. With the first electric car I had, the battery deteriorated because



*Moscol takes care to remind passengers to watch out for oncoming traffic and cyclists*

I used to charge it up to 96%. For example, after two years, I lost 40 miles from the range. When full, my Hyundai Ioniq 2020 had 240 miles. Now, as of two months ago, it only reaches 200 miles. So, for now, I know I should only charge it to 85% maximum and no more. It’s the same as a phone. I have that option on my phone, to stop charging at 85%, even while it’s plugged in. So, I use that too.

**TLC: As someone who is self-employed and owns a small business that provides services, why is customer service so important?**

**AM:** I believe that customer service is key. When a customer likes the service you are providing, they are going to prefer the service you provide over others – other companies and other people.

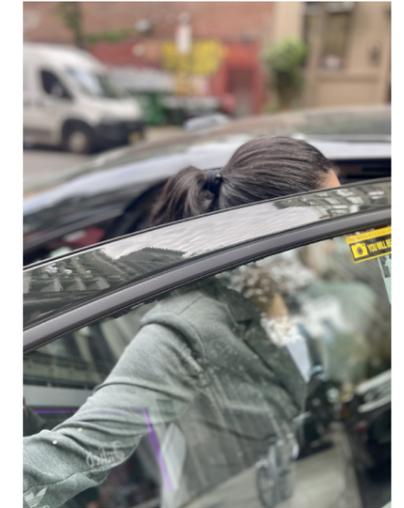
**TLC: As someone who is committed to safe driving, what tips do you have for drivers and passengers alike to stay safe?**

**AM:** Always be extra attentive. Do not use earbuds or AirPods while driving and be observant of your surroundings.

And because this is New York City, people cross the street even when the traffic lights are green, you must remain calm and keep that attention on this.

Something happened to me that I would like to talk about.

*Moscol prioritizes customer service when engaging with passengers*



**WE ALL LIVE HERE AND NEED TO TAKE CARE OF THE ENVIRONMENT.**

**IT’S PART OF US.  
IT’S FUNDAMENTAL. IT’S VITAL.**





WITH THIS CAR, IF YOU GO OVER THE SPEED LIMIT, IT TELLS YOU WHAT THE SPEED LIMIT IS AND REPEATS ITSELF.

‘IT’S 25, IT’S 25!’

IT WILL TELL YOU ABOUT SPEED CAMERAS.

THE CAR HAS HELPED ME A LOT.



*Moscol recommends being extra attentive as a FHV or taxi driver in NYC*

Well, something happens every single day here. But I was driving the car, and I was driving straight ahead, and suddenly someone decided to turn where they shouldn't have. Since my car is an intelligent car, the car automatically stopped and avoided the collision. That's another advantage of driving a smart car. And that's another reason why the insurance is not at all expensive for this car, because of the features that it has – and this specific feature.

And with this car, if you go over the speed limit, it tells you what the speed limit is and repeats itself. “It’s 25, it’s 25!” Also, it will tell you about speed cameras: “In half a mile, there is a

speed camera.” The car has helped me a lot.

On its display it says, “You need to take a break!” That’s on my 2020 model. There is a coffee icon that appears saying this. And then, in the new one, on its display asks you to check the back seat when you leave the car – maybe if someone has a baby in the back seat. It’s better to have a system.

**TLC: Thank you for joining us and sharing your experiences, Alexyss!**

*This interview has been edited and condensed for length and clarity.*

**THANK YOU**



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