



# Keys to the City

Your Guide to Services in NYC

**May 2019** – Keys to the City is a newsletter featuring information about city services that are available to TLC drivers and their families.

## Highlights this month

- Driver Spotlight- *Nancy Reynoso*
- NYC Well- A Mental Health Hotline
- Metroplus- Insurance Registration
- 9/11 Victims Compensation Fund
- Financial Empowerment Center
- Financial Education Tips
- Interview & Job Skills Workshops
- The Bug Club
- NYC Commission on Human Rights Hotline
- Vision Zero Message & Tips

## NYC WELL

We're here to listen and help with problems like stress, depression, anxiety or drug and alcohol misuse. For you or someone you care about. To receive free confidential mental health and substance use support:

- Call 888-NYC-WELL (888-692-9355)
- Text WELL to 65173
- [Chat](#)

A counselor can provide short-term counseling, access to other mental health services, and appointment scheduling assistance in more than 200 languages.

For more information visit [NYC Well. Talk. Text. Chat. 24/7.](#)

## Driver Spotlight - Nancy Reynoso



**Nancy Reynoso**

*The first green taxi permit holder & green taxi driver*

## Driver Spotlight Questions

**1. How many years have you been a TLC driver?**

*I've been licensed for about 8 years.*

**2. What is your favorite borough and why?**

*My favorite borough is Manhattan because my best childhood memories were formed there.*

### **3. What is your greatest strength as driver?**

*Patience.*

### **4. What is your approach when talking to an unhappy customer?**

*The best approach is to listen and answer in a calm tone.*

### **5. Do you have any advice for new TLC drivers?**

*Be very patient — not only with the customers, but overall with your surroundings when you're driving.*

#### **Financial Education Tips**

Thinking about driving a yellow taxi or a for-hire vehicle? Learn about the costs and how earnings work:

- [Yellow Taxi Driver Factsheet](#)
- [FHV Driver Factsheet](#)

#### **Financial Empowerment Center**

Get FREE confidential financial counseling at NYC Financial Empowerment Center. Meet with a professional financial counselor to:

- Review your credit, loans, bills, and other debits
- Understand how to keep your business expenses separate
- Improve your credit score
- Help you understand your options and support you in reaching your financial goals.

Financial counseling is available in multiple languages and at locations throughout the city. Make an appointment today:

- **Call 311 and say "Financial Empowerment Center"**
- **Visit [nyc.gov/dca](http://nyc.gov/dca)**
- **Text \*TalkMoney to 42033**

#### **For You and Your Family: The Bug Club**

The Bug Club teaches kids about the natural history, life cycle, and the anatomy of bugs. Recommended for ages 5+. For more information call, 718-351-3450 or email [naturecenter@sigreenbelt.org](mailto:naturecenter@sigreenbelt.org).

**Location** : Greenbelt Nature Center, 700 Rockland Avenue at Brielle Avenue, Staten Island NY 10306

**Days and time** : Sundays from 10-11:30am

#### **Schedule:**

- May 19: Welcome Junior Entomologists
- May 26: Spiders & Their Kind
- June 2: Insect Illustrations
- June 16: Building Insect Hotels

#### **Metroplus Insurance Registration**

MetroPlus is the plan of choice for over half a million New Yorkers. In

addition to Medicaid Managed Care, MetroPlus offers dozens of quality health plans, including Child Health Plus; several Medicare Plans; a Medicaid Special Needs Plan (SNP) for people with HIV and their families.

For more information about MetroPlus plans, benefits, and services, visit [www.metroplus.org](http://www.metroplus.org) or call 929-429-6552.

**Walk in location** : TLC's Long Island City office, 31-00 47th Avenue, 3rd Floor, LIC, NY 11101

**Day and times** : Tuesdays and Thursdays, 8:30am-4:30pm

### NYC Commission on Human Rights

The New York City Commission on Human Rights is charged with the enforcement of the City Human Rights Law which protects all those who visit, live, or work in NYC from discrimination and harassment.

If you or someone you know experiences or witnesses discrimination:

- Call the Commission's Infoline at (718) 722-3131
- Call 311 and ask for Human Rights
- Report discrimination online visit [Report Discrimination](#).

For more information visit [NYC.gov/HumanRights](http://NYC.gov/HumanRights)

### September 11th Victims Compensation Fund (VCF)

The VCF compensates individuals who were physically injured or died as a result of the terrorist attacks on September 11, 2001. In addition to first responders, potential claimants also include individuals who lived, worked, or volunteered in the area near the World Trade Center site, south of Canal Street, during the period between September 11, 2001, and May 30, 2002. The deadline to file a claim with the VCF is December 18, 2020.

You can register and obtain more information by calling the VCF toll-free helpline, 1-855-885-1555, or by visiting [www.vcf.gov](http://www.vcf.gov)

#### Interview Workshops

Learn how to ace that interview! In the workshop, you will learn how to prepare for the interview, answer difficult questions, and to follow-up afterwards. For more information, call 718-634-1110.

**Location:** Peninsula Library, 92-25 Rockaway Beach Boulevard, Rockaway Beach NY 11693

**Day and times:** Thursday, May 14 & 23 from 4-5pm

#### Identify Your Job Skills

Stop by and define your job experiences into skills. Learn the difference between job skills and job duties, how to market yourself, and what companies are looking for. Registration is not required. For more information, call 718-634-1110.

**Location:** Peninsula Library, 92-25 Rockaway Beach Boulevard, Rockaway Beach NY 11693

**Day and time:** Tuesday, May 21 from 3-5pm

### Vision Zero Message

In the first four months of 2019, TLC-licensed drivers have been involved in eight crashes that resulted in the death of a fellow New Yorker and many more that resulted in injuries. In most of these crashes, the victim is a pedestrian or bicyclist. They include your neighbors, your customers, and possibly even your family members. As a professional driver, you have a

responsibly to drive defensively to prevent crashes and lead the way in making New York City's streets safer. When you drive safely, often for more hours than other drivers and under difficult conditions, you set an example for all other drivers on the road. We're counting on **you** .

Here are some tips to stay safe while driving:

- Slow your speed – Drive 25 MPH or less
- Caution when turning – Slow your turns to 5 MPH
- Look for pedestrians – Expect pedestrians in the crosswalk every time.

**Driving isn't easy, but saving a life is.**



Let us know what you think! Email comments, questions, suggestions to [tlcexternalaffairs@tlc.nyc.gov](mailto:tlcexternalaffairs@tlc.nyc.gov)