



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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FOR IMMEDIATE RELEASE
 Industry Notice #02-27
 November 18, 2002

TLC ANNOUNCES NEW ON-LINE "DRIVER OF RECORD" SERVICE EFFECTIVE DECEMBER 2, 2002

As part of its ongoing efforts to enhance customer service for licensees, reduce foot traffic at its facilities, and increase agency efficiency, the New York City Taxi and Limousine Commission (TLC) will commence a pilot project, effective December 2, 2002, to simplify the procedure for adding or deleting "drivers of record" (authorized drivers listed on the back of a rate card). As of that date, the TLC will cease the in-person collection of Leasing Disclosure Statements and Driver Removal Forms from TLC-licensed medallion taxicab agents and fleets, and will cease the issuance of overlay rate card stickers reflecting the names of specified drivers. In order to add or delete the name(s) of a driver(s) from a rate card, all medallion taxicab agents and fleets must visit the TLC's official web site at www.NYC.gov/taxi and use the new on-line Leasing Disclosure Statement or Driver Removal Form. This new service is one of many ways being developed to make better use of the agency's official web site to conduct business with its licensees.

The TLC strongly encourages the use of this new on-line service by medallion owner-operators, who must become part of the TLC's on-line registry. In order to register, owner-operators must submit a [notarized affidavit](#) certifying their e-mail address. The affidavit is available for printing via the TLC web site www.NYC.gov/taxi, or may be requested from the TLC Customer Service Hotline. For further information, or to request an e-mail address affidavit, please call 212-NYC-TAXI.

Owner-operators who do not choose to use this new on-line service will still be required to appear in-person at the licensing facility in Long Island City to file Leasing Disclosure Statements and Driver Removal Forms in order to add or delete the name (s) of a driver(s) from a rate card. A date and time-stamped copy of the submitted document will be returned to the owner as confirmation of the change(s), but a new overlay rate card sticker will not be issued.

Under the new on-line service, the TLC will add or delete the name(s) of the specified driver(s) in its computer system upon receipt of a completed on-line Leasing Disclosure Statement or Driver Removal Form. (Please note that completed on-line forms will only be accepted from e-mail addresses that are already on record with the TLC.) Users will receive an e-mail confirmation of the change(s) back from the TLC. It is anticipated that in most instances confirmations will be e-mailed back to the sender within hours of receipt of the initial request for the change(s), if the request is made during regular business hours (Monday-Friday, 8 a.m. to 4 p.m., except holidays).

Drivers being added to TLC records via this system must wait for e-mail confirmation to be received by their agent or fleet manager before operating the subject medallion.

On the TLC home page, www.NYC.gov/taxi, simply click on the new "Driver of Record" icon and follow the instructions to complete the on-line form. These instructions will be available for viewing on the TLC web site prior to December 2, 2002. To answer any further questions concerning this on-line system, or to report a change to your e-mail address of record, please call 212-NYC-TAXI.