



## NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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### INDUSTRY INFORMATION | INDUSTRY NOTICES

FOR IMMEDIATE RELEASE  
Industry Notice #03-08  
February 14, 2003

#### TLC ANNOUNCES MANDATORY PROCEDURES FOR NEW AND TRANSFER FHV AND PARATRANSIT VEHICLE APPLICATIONS

The New York City Taxi and Limousine Commission (TLC) announces the adoption of mandatory procedures to facilitate the processing of all applications for new, transfer and/or renewal Tier I for-hire vehicle (FHV) and paratransit vehicle licenses. While this procedure will be similar to the one instituted last year, it is enhanced with the many suggestions we have received from many industry leaders and representatives, who we thank for their invaluable input. This mandatory procedure is made necessary by the increased volume of applications that are received during this time of the year, and is designed to alleviate lines and allow applicants and licensees to be assured of seeing a customer service representative on the scheduled date. The mandatory procedures will be implemented **effective February 18, 2003, and will remain in effect until further notice.**

#### 1. MANDATORY PROCEDURES

- All applications for new and transfer FHV vehicle or Paratransit vehicle licenses must be filed in person, **by appointment only**. Applications for renewal FHV licenses may be filed through the Mail (strongly recommended) or in person, **by appointment only**.
- Requests for an appointment at the Long Island City facility must be filed by completing the on-line form at <http://www.NYC.gov/taxi>.
- Walk-ins will be permitted on a first-come, first-served basis at the Staten Island facility, Monday through Friday, from 8:00 a.m. to 3:00 p.m. To guarantee a scheduled appointment at the Staten Island facility, you may call **(718) 815-3735**.
- Requests for an appointment are to be made by TLC-licensed FHV and paratransit **base stations ONLY**. Requests received from individual vehicle owners will not be accepted or processed.

#### 2. USING THE ON-LINE FORM TO MAKE AN APPOINTMENT

- The on-line form may be accessed at <http://www.NYC.gov/taxi>.
- Each vehicle owner and vehicle identification number (last six digits) must be listed on the appointment request form. No more than twenty-five (25) vehicle transactions may be included in a single request. Only the vehicles listed on the appointment request form will be processed and reviewed during the scheduled appointment.
- Appointments will be assigned to new applicants on a first-come, first-served basis in the order received, subject to the discretion of the TLC. Transfer and renewal applications will receive priority scheduling. Requests for specific appointment dates and/or times cannot be guaranteed, however, the TLC will make every effort to accommodate your request.
- Confirmation of the appointment date will be forwarded back to the requesting base via E-mail. ***It shall be the base owner's responsibility to notify each affiliated vehicle owner of the scheduled appointment.***
- If a scheduled appointment cannot be kept, the affiliated base may E-mail another appointment request to the TLC. Any inquiry regarding the scheduling of appointments should be directed to Licensing at (718) 391-5640.

#### 3. SERVICES PROVIDED TO APPOINTMENT HOLDERS

On the date of the scheduled appointment, the following services will be available:

- **SERVICE WINDOWS:** *Only registered vehicle owners* will be serviced. License applications must be filed in accordance with all written instructions provided with the application. Applications that are incomplete will not be accepted or processed (for example, any application that fails to include the required proof of minimum insurance coverage).
- **DROP-OFF SERVICE:** *Registered owners, or any person authorized to conduct business on behalf of the registered owner,* may utilize this service. Licenses and plate letters will be conveyed by mail to the licensee. License applications must be filed in accordance with all written instructions provided with the application. Applications that are incomplete will be rejected.

#### 4. ALTERNATIVE SERVICE PROVIDED TO BASES WITH 50 OR MORE AFFILIATED VEHICLES

- Bases with 50 or more affiliated vehicles may drop-off applications between the hours of 3:00 p.m. and 4:00 p.m. without an appointment. There is no minimum number of transactions required for this service.

All other licensing transactions (including Tier II and Tier III, medallion, commuter van and driver transactions) will be accepted in person, between the hours of 8:00 A.M. and 4:00 P.M., Monday through Friday, and processed in accordance with regular procedures. No appointment is necessary. These transactions will be accepted on a first-come, first-served basis.

Additional information may be obtained by calling the TLC Consumer Relations Hotline at **311**. This number should not be used for scheduling appointments.