

Industry Notice #09-23
For Immediate Release

December 24, 2009

REMINDER TO TLC DRIVER LICENSEES:

***SERVICE ANIMALS MUST BE WELCOMED
IN ALL TLC-LICENSED VEHICLES***

TLC-licensed drivers are reminded that service animals are required to be welcomed in all taxicabs and For-Hire Vehicles (FHVs).

If a passenger states that an accompanying animal is a service animal, the driver must, regardless of whether the animal is or is not secured, allow them in the taxicab or FHV.

Refusal to transport a passenger with a service animal is classified as a service refusal and carries penalties, upon conviction, up to and including TLC license suspension or revocation.