TLC ANNOUNCES MANDATORY PROCEDURES FOR NEW AND TRANSFER FHV AND PARATRANSPORT 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. This policy is a result of the one institution last year, 6,000 of whom we have received from many industry leaders and representatives, who seek to streamline the often intractable process. The mandatory procedures are incorporated by the increased volume of applications that are received during this time of year and are designed to alleviate lines and allow applications to be processed and assured of seeing a customer service representative on the scheduled date. The mandatory procedures will be implemented effective February 16, 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 Toll E-filing system where recommended or by in person, by appointment only.

• Requests for hearings at the Long Island City Office must be filed by completing the on-line form at http://www.tlc.ny.cu/tlc/.

• 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 secure a scheduled appointment at the Staten Island facility, you may call (718) 815-3790.

• Requests for an appointment are to be made by TLC-licensed FHV and paratransit base stations ONLY. Requests received from individual vehicles 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.tlc.ny.cu/tlc/.

• 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 the TLC to reschedule an appointment. No inning regarding the scheduling of appointments should be directed to Licensing at (718) 391-391.

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 served. 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 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 plates will be conveyed by mail to the licensee. License applications must be submitted in accordance with all written instructions provided with the application. Applications that are incomplete will be rejected.

4. ALTERNATIVE SERVICE PROVIDED TO BASIC WITH 50 OR MORE APPLIQUED VEHICLES

• Buses 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. A total of 50 vehicles (or the number of vehicle transactions required, whichever is greater) will be accepted at this time. All other license 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.