

Instructions for Filing an application to apply for a
New or Renewal Commuter Van Authority License for the NYC Department of Transportation
Bureau of Traffic Operations

NEW YORK CITY DEPARTMENT OF TRANSPORTATION
BUREAU OF TRAFFIC OPERATIONS
HOW TO OBTAIN COMMUTER VAN SERVICE AUTHORITY
IN NEW YORK CITY

These instructions briefly explain how to obtain a commuter van service license to transport passengers via commuter van within New York City. Anyone who operates a motor vehicle with a seating capacity of 9-20 passengers on a prearranged regular daily basis, over non-specified or irregular routes between a residential zone and a work related central location, a mass transit facility, a shopping center or recreational facility within the City of New York must obtain a license from the New York City Taxi and Limousine Commission (TLC).

General Background

Before a license can be granted, TLC must find that the applicant carrier is fit, willing and able to provide the service. These findings are based on the information submitted by the applicant and includes such factors as the applicant's general background (business and personal references), transportation background and experience, and financial resources necessary to provide a responsive and quality service to the public. In addition, applicants must demonstrate to the NYC Department of Transportation (DOT) that there is a public need for the service. Applicants can best establish need by submitting statements from members of the public who have a need for the service being offered.

The New York City Administrative Code requires that TLC and DOT base their determination of whether to grant or deny an application for a license on the information submitted by an applicant and on the information submitted by anyone who may oppose an application.

Application Form

The first step in obtaining a license is to complete the proper application form provided by the NYC Taxi & Limousine Commission. The application forms can be obtained by visiting 32-02 Queens Blvd, 2Fl window #8 or online at www.nyc.gov/taxi. It may also be obtained by writing to the NYC Taxi & Limousine Commission at 32-02 Queens Boulevard L.I.C., N.Y. 11101. Attention: Business Licensing Unit

Applications may only be completed by sole proprietor or a corporate officer of the company. In order to avoid unnecessary delay, you should complete the application fully before submitting it to NYC Taxi & Limousine Commission. If you have any questions regarding the application you may call Ms. Angelique Meola at (718) 391-5641.

The information provided in the application will be used to either approve or deny a request for a license. Therefore, it is important to answer all questions completely and to provide all necessary information, maps, logs, etc. especially when describing the particular service and area you propose to operate as required of the NYC Department of Transportation Application form. Be sure to clearly state the geographic area you are interested in serving by using proper borough, town, and street names and other recognizable landmarks. For example, an applicant seeking authority to operate within Manhattan should describe the area of operation as follows "to operate in Manhattan picking up passengers located within the area bounded on the East by Fifth Avenue on the south by West 34th Street on the west by Eighth Avenue and the north by W. 57th Street and dropping passengers off in front of 11 Church Street."

The Application Process

The length of time to process an application is four to six months. Much of this time is consumed by legal notice requirements. Delays will occur when the application is not completed fully or when there are protests to an application. Protests may come from existing bus operators, community boards and council members.

- **Applicant Files the Application at TLC**

The application form provides the applicant the opportunity to present all the information required to make a determination. Therefore, it is very important to respond to all items requested in the application form. If the application is not complete, it may be denied, returned or delayed until the applicant furnishes the necessary information.

- **DOT Publishes Notice in the City Record**

When an application is received by DOT, it is given an initial review. When this initial review is completed, a notice of the application is published in the City Record for five days. This publication is used to notify the public of all applications that have been filed with the TLC. A license cannot be granted prior to the publication of a Notice.

- **DOT notification of NYCT, Council Members and Community Boards**

DOT must notify the New York City Transit Authority, any community boards and any council members who represent any portion of the geographic area to be served, of the receipt of an application. The notification allows members of the community and existing operators to comment on the proposed service.

- **Public Comment Period**

After a notice of an application is published in the City Record, existing carriers and other interested parties have thirty days to file written comments concerning the application. Comments will generally focus on the existing carrier's ability to provide the service and the duplication of existing services. Comments concerning fitness (past performance of carrier, ability to provide safe vehicles and insurance, etc.) will be directed to the TLC, while issues of service need will be directed to DOT. Again, a license cannot be granted prior to the public comment period.

- **Application Approval or Denied by TLC and DOT**

The approval or denial of an application takes into consideration the information submitted by the applicant on the application form and the public support statements. The law requires that the decision be based on the information submitted by the applicant, those that object to the proposed service and any other parties to the application process.

After TLC makes a determination as to whether or not you meet the fitness requirements to provide the service, DOT will decide whether or not there is a need for the service.

APPLICATION RESOLUTION

You will be notified by TLC of the approval or denial of your application within five days of final determination. If your application is approved, you will be able to start operation once you have complied with all TLC rules. These rules include proof of insurance coverage, safety inspection of vehicles, etc. TLC will supply successful applicants with all the necessary rules and requirements.

Application for Authority to Transport Passengers

(Please check all the boxes that apply.)

APPLICANT NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

Application For: Territory Vans

Type of Applicant: Renewal Applicant Expansion Applicant New Applicant

No. of Existing Vans Authorized: _____ No. of Additional Vans Requested: _____

Capacity of the Vans: _____ Days of Service per Week (M-F, Sa, S): _____

Hours of Operation: Existing: _____ Requested: _____

No. of Passengers Transported Daily: _____ No. of Public Support Statements Attached: _____

Description of Van Services: Describe service to be performed. The more information you provide, the easier and quicker it will be to review your application. Information you should include is: the days and hours that you will operate the proposed service and the number of passengers you expect to transport daily. How will you take reservations from passengers? Attach a sample reservation log or roster. If it is a renewal, provide complete information on the existing service. Additional sheets may be used if necessary.

Territory: Currently Authorized: Requested:

Description of Van Service Territory: Describe the territory to be served, indicating service boundaries and pick-up and drop-off locations. Attach map(s) showing the proposed service area(s) including pick-up and drop-off locations. Also include affected Community Boards and Council Member Districts. If this is a renewal or expansion applicant, describe the changes, if any to the authorized boundaries. Additional sheets may be used if necessary.

Affected Community Boards: _____ Affected City Council Districts: _____

Public Support Statements: The application must include public support statements. These statements by persons or organizations that support the proposed service will be critical to the decision of whether to grant authority to operate. The blank form may be reproduced in order to allow for multiple statements from the public. The statements should indicate why the existing mass transit does not meet the needs of each of the individuals supporting the application.

NYC Department of Transportation Applicant Name _____
Bureau of Traffic Operation

Public Statement in support of the Application of _____

1. Full Name _____

2. Home address and telephone number _____

3. Work address and telephone Number:

4. Why do you want to use this van service? (check whichever applies)

- It is reliable and gets me to my destination quickly.
- It runs more regularly than mass transit.
- The van will pick me up and drop me off at my gate.
- It costs me less than mass transit.

5. Check why existing mass transit cannot be used to meet your needs.

- They are always overcrowded.
- They are never on time.
- They stop at every bus stop.
- They take too long to get me where I am going.

6. Please check any other reason this application should be granted.

- It will create more jobs in my community.
- It will ensure that I have more public transport regularly.
- I will have a choice in transportation service.