

NYC Taxi & Limousine Commission

Driver Education

Study Guide

Updated 8.4.2016

This guide will help you understand topics that are covered on the TLC Driver Exam. It is meant to complement your classes and study materials. You may also want to travel throughout New York City to see what different streets, highways, and landmarks look like in person.

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Part 1: City Geography

Knowing how to find a passenger's destination is an important part of being a successful driver. Even if you use a GPS or other navigation device, you will still need to know many facts about New York City streets and neighborhoods. You should be familiar with the following City geography:

Manhattan

Avenues and Streets

- Streets run East/West and the numbering increases as you drive North.
- Avenues run North/South and the numbering increases as you drive West. For example, First Avenue is located on the East side and Eighth Avenue is located on the West side.
- Many avenues change names. For example:
 - Park Avenue becomes Fourth Avenue below 14th Street
 - 8th Avenue becomes Central Park West at Columbus Circle, then it becomes Frederick Douglass Boulevard at 110th Street
 - 6th Avenue is also known as the Avenue of the Americas, and then becomes Malcolm X Boulevard above Central Park
 - Hudson Street becomes 9th Avenue North of 14th Street



Manhattan

East Side and West Side

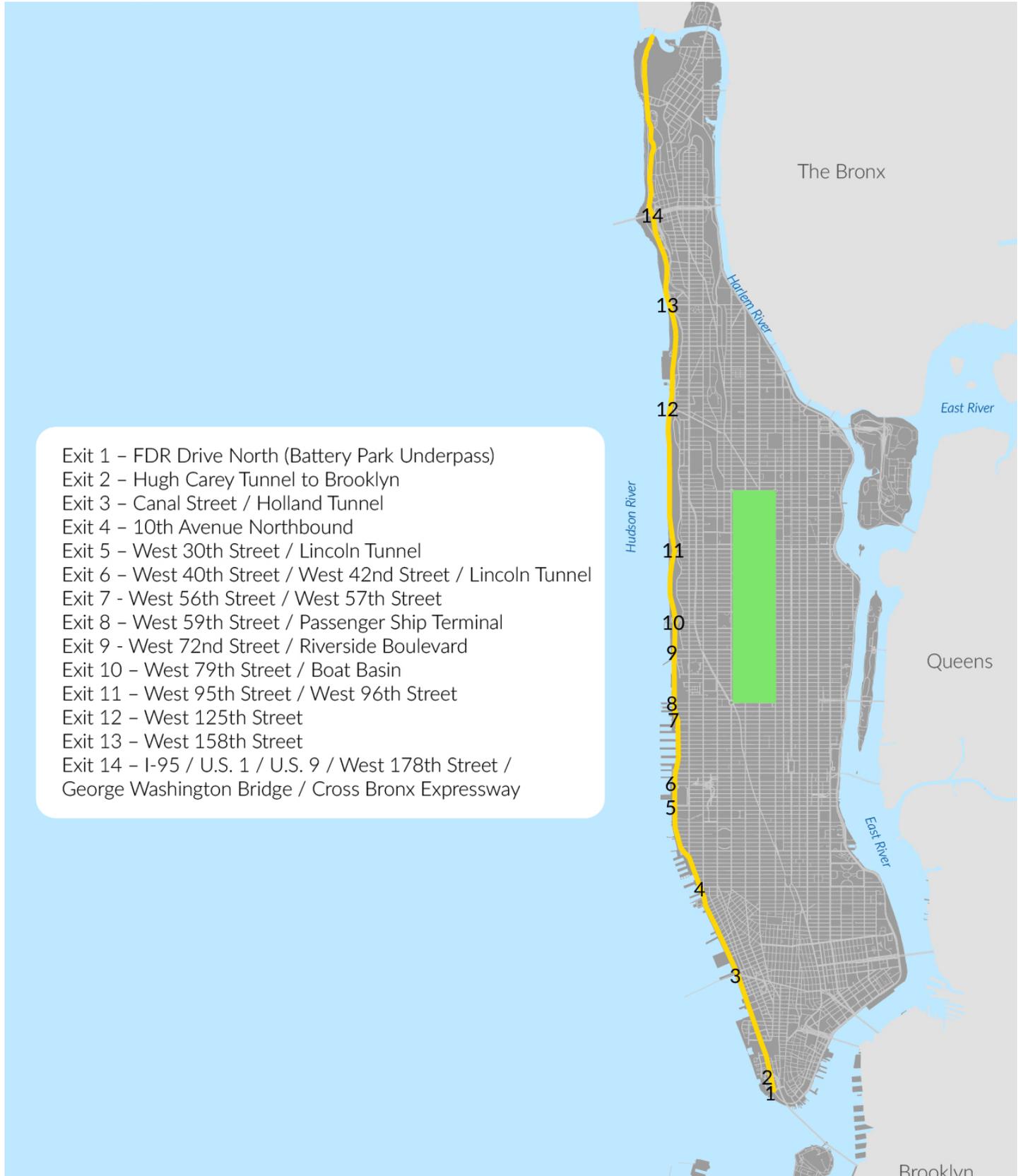
- Most streets and avenues only run in one direction.
 - Runs North: 1st, Madison, 6th, 8th, and 10th Avenues
 - Runs South: 2nd, Lexington, 5th, 7th, and 11th Avenues
 - Park Avenue runs North and South
 - In general, streets in Manhattan run East if even numbered, and West if odd numbered. Major cross streets such as 14th, 23rd, 34th, 42nd, and 57th run East and West.
- In Midtown Manhattan, Fifth Avenue is the dividing line between the East and West side. It runs one way, going downtown.
- In Downtown Manhattan, Broadway is the dividing line between the East and West side. It runs one way in this area, going downtown.



Manhattan

Major Highways

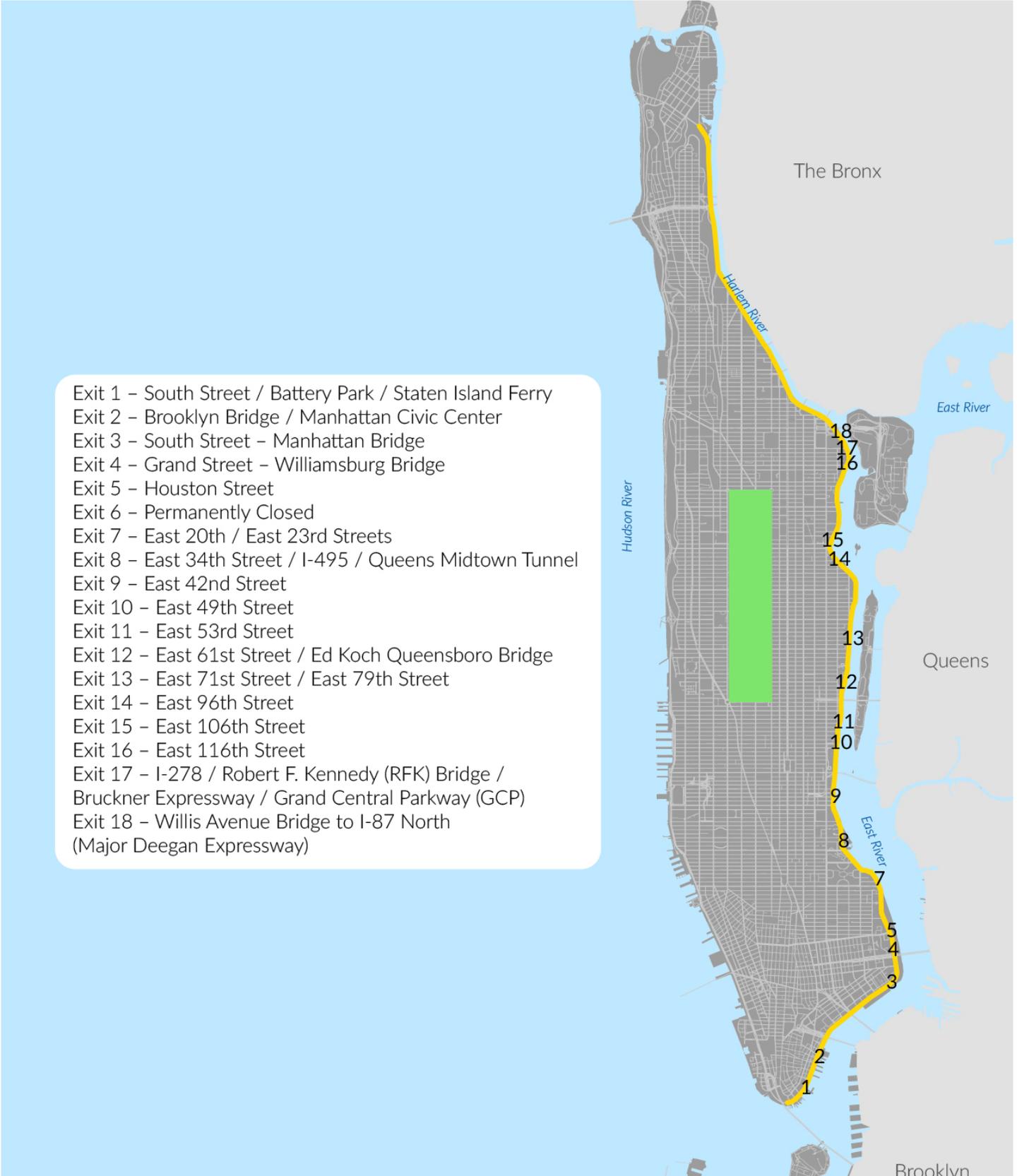
- Route 9A, popularly known as the West Side Highway (Joe DiMaggio Highway) runs along the Hudson River.



- Exit 1 – FDR Drive North (Battery Park Underpass)
- Exit 2 – Hugh Carey Tunnel to Brooklyn
- Exit 3 – Canal Street / Holland Tunnel
- Exit 4 – 10th Avenue Northbound
- Exit 5 – West 30th Street / Lincoln Tunnel
- Exit 6 – West 40th Street / West 42nd Street / Lincoln Tunnel
- Exit 7 - West 56th Street / West 57th Street
- Exit 8 – West 59th Street / Passenger Ship Terminal
- Exit 9 - West 72nd Street / Riverside Boulevard
- Exit 10 – West 79th Street / Boat Basin
- Exit 11 – West 95th Street / West 96th Street
- Exit 12 – West 125th Street
- Exit 13 – West 158th Street
- Exit 14 – I-95 / U.S. 1 / U.S. 9 / West 178th Street / George Washington Bridge / Cross Bronx Expressway

Manhattan

- The Franklin Delano Roosevelt (FDR) Drive runs along the East River. In Harlem, at 120th Street, the name changes to Harlem River Drive



- Exit 1 – South Street / Battery Park / Staten Island Ferry
- Exit 2 – Brooklyn Bridge / Manhattan Civic Center
- Exit 3 – South Street – Manhattan Bridge
- Exit 4 – Grand Street – Williamsburg Bridge
- Exit 5 – Houston Street
- Exit 6 – Permanently Closed
- Exit 7 – East 20th / East 23rd Streets
- Exit 8 – East 34th Street / I-495 / Queens Midtown Tunnel
- Exit 9 – East 42nd Street
- Exit 10 – East 49th Street
- Exit 11 – East 53rd Street
- Exit 12 – East 61st Street / Ed Koch Queensboro Bridge
- Exit 13 – East 71st Street / East 79th Street
- Exit 14 – East 96th Street
- Exit 15 – East 106th Street
- Exit 16 – East 116th Street
- Exit 17 – I-278 / Robert F. Kennedy (RFK) Bridge / Bruckner Expressway / Grand Central Parkway (GCP)
- Exit 18 – Willis Avenue Bridge to I-87 North (Major Deegan Expressway)

Manhattan

Major Parks

1. Central Park - Midtown Manhattan - bounded by Central Park North / 110th St, Central Park South / 59th St, Central Park West, and Fifth Ave
2. The Battery - Southern Tip of Manhattan - bounded by Battery Pl and State St
3. Washington Square Park - Greenwich Village - bounded by Washington Sq North, Washington Sq South / W. 4th St, MacDougal St, and Washington Sq East
4. Tompkins Square Park - East Village - bounded by East 10th St, East 7th St, Ave A, and Ave B
5. The High Line - Chelsea - runs on an elevated track from Washington St and Gansevoort St to West 34th St near 12th Ave
6. Union Square Park - Union Square - bounded by East 17th St, East 14th St, Union Square West, and Union Square East
7. Madison Square Park - Flatiron District - bounded by East 26th St, East 23rd St, Fifth Ave & Broadway, and Madison Ave
8. Bryant Park - Midtown West - bounded by West 42nd St, West 40th St, 6th Ave / Ave of the Americas, and Fifth Ave
9. Riverside Park - Upper West Side - bounded by West 129th St, West 72nd St, and Riverside Dr
10. Morningside Park - Morningside Heights - bounded by West 123rd St, West 110th St, Morningside Dr, Manhattan Ave, and Morningside Ave
11. Marcus Garvey Park - Harlem - bounded by East 124th St, East 120th St, Mount Morris Park West, and Madison Ave
12. St. Nicholas Park - Harlem - bounded by West 141st St, West 128th St, St. Nicholas Terr, and St. Nicholas Ave
13. Highbridge Park - Washington Heights - bounded by Dyckman St, West 155th St, Edgecombe Ave, Amsterdam Ave, Laurel Hill Terr, Fort George Ave, and Fort George Hill
14. Fort Tryon Park - Inwood - bounded by Cabrini Blvd, Broadway, Riverside Dr, and the Henry Hudson Pkwy
15. Fort Washington Park - Washington Heights - bounded by Dyckman St, West 158th St, and Riverside Dr
16. Inwood Hill Park - Inwood - bounded by Dyckman St, Payson Ave, Seaman Ave, West 214th St, Indian Rd, and West 218th St



Manhattan

Common Points of Interest

1. Times Square - Where Broadway and 7th Ave meet at 42nd St
2. Apollo Theatre - 253 West 125th St between Frederick Douglass Blvd and Adam Clayton Powell Jr. Blvd
3. Intrepid Air, Sea, and Space Museum - Pier 86 at 12th Ave and West 46th St
4. Lincoln Center - 10 Lincoln Center Plz, on Columbus Ave between West 62nd St and West 65th St
5. Carnegie Hall - 881 7th Ave, between West 56th St and West 57th St
6. NY Public Library - 5th Ave at East 42nd St
7. Metropolitan Museum of Art - 1000 Fifth Ave at East 82nd St
8. Whitney Museum in West Village - 99 Gansevoort St at Washington St
9. 9/11 Memorial and Museum - 180 Greenwich St, between Liberty St and Vesey St
10. Empire State Building - 350 Fifth Ave at West 34th St
11. Madison Square Garden - 4 Pennsylvania Pz at West 34th St
12. Jacob K. Javits Center - 655 W 34th St at 11th Ave



Manhattan

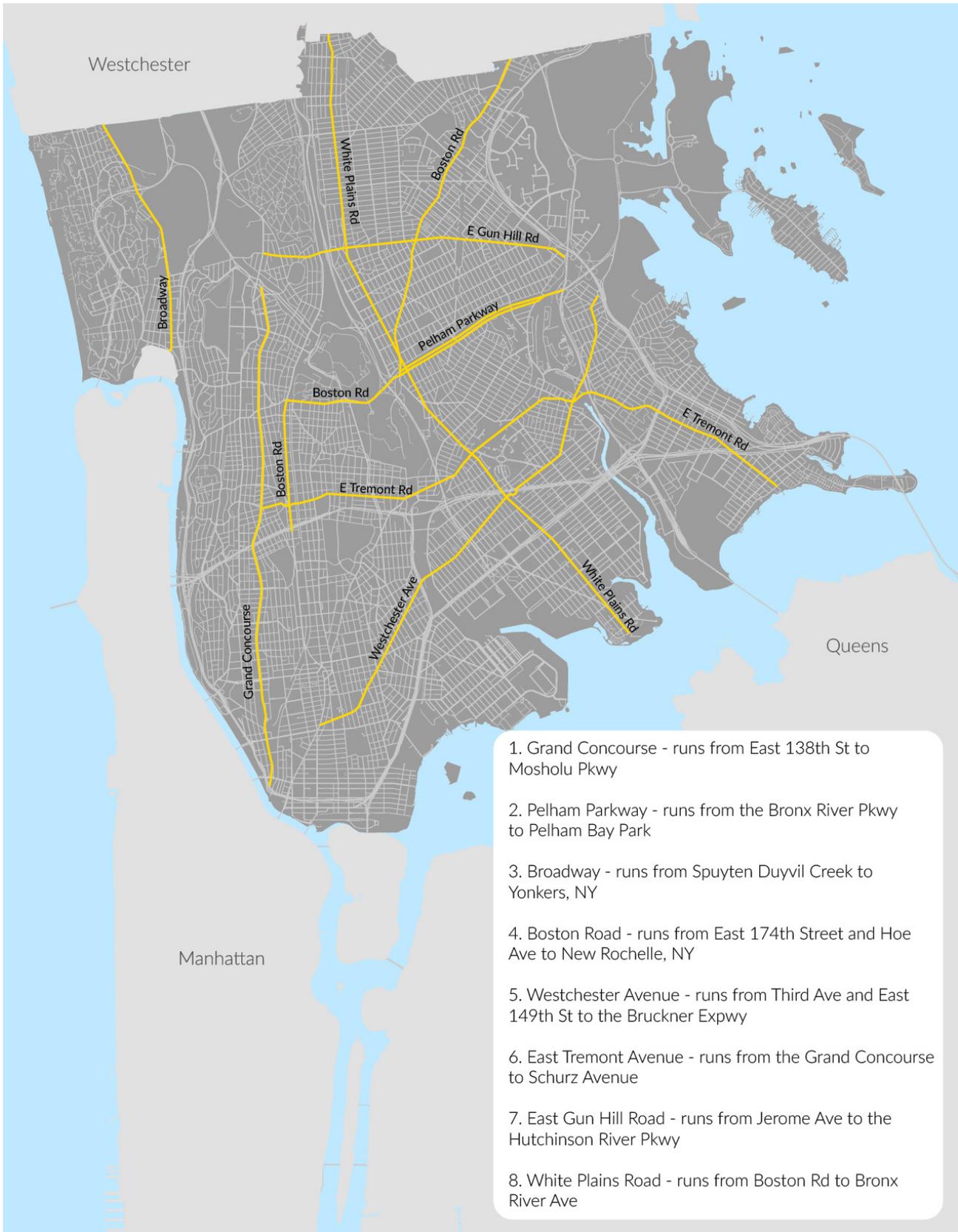
Subways & Transit Hubs

1. Fulton Center - Broadway at Fulton St
2. Union Square - East 14th St at Broadway
3. Penn Station - Seventh Ave at West 32nd St
4. Grand Central Terminal - Park Ave at East 42nd St
5. Port Authority Bus Terminal - Eighth Ave at West 42nd St
6. 125th Street Metro North Station - Park Ave at East 125th St
7. George Washington Bridge Bus Terminal - Broadway at West 179th St
8. Downtown PATH Station (World Trade Center) - Greenwich St at Vesey St.
9. Midtown PATH Station - Herald Square, 6th Ave at West 33rd St
10. Staten Island Ferry Terminal - Whitehall St at South St
11. Manhattan Cruise Terminal - 711 12th Ave at West 48th St
12. East River Ferry (Wall Street - Pier 11) - Gouverneur Ln at South St
13. East River Ferry (East 35th Street) - FDR Dr at East 35th St



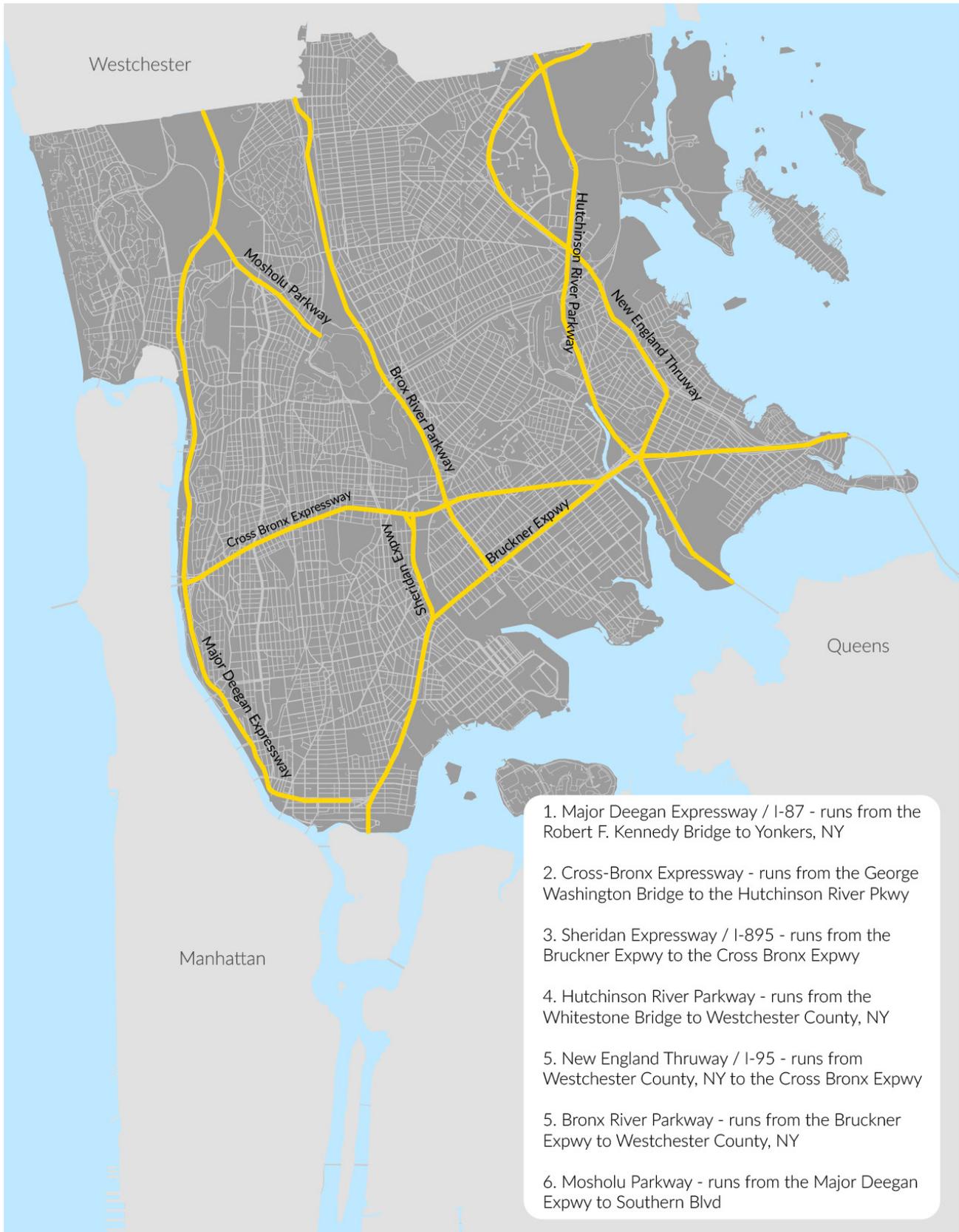
The Bronx

Major Streets

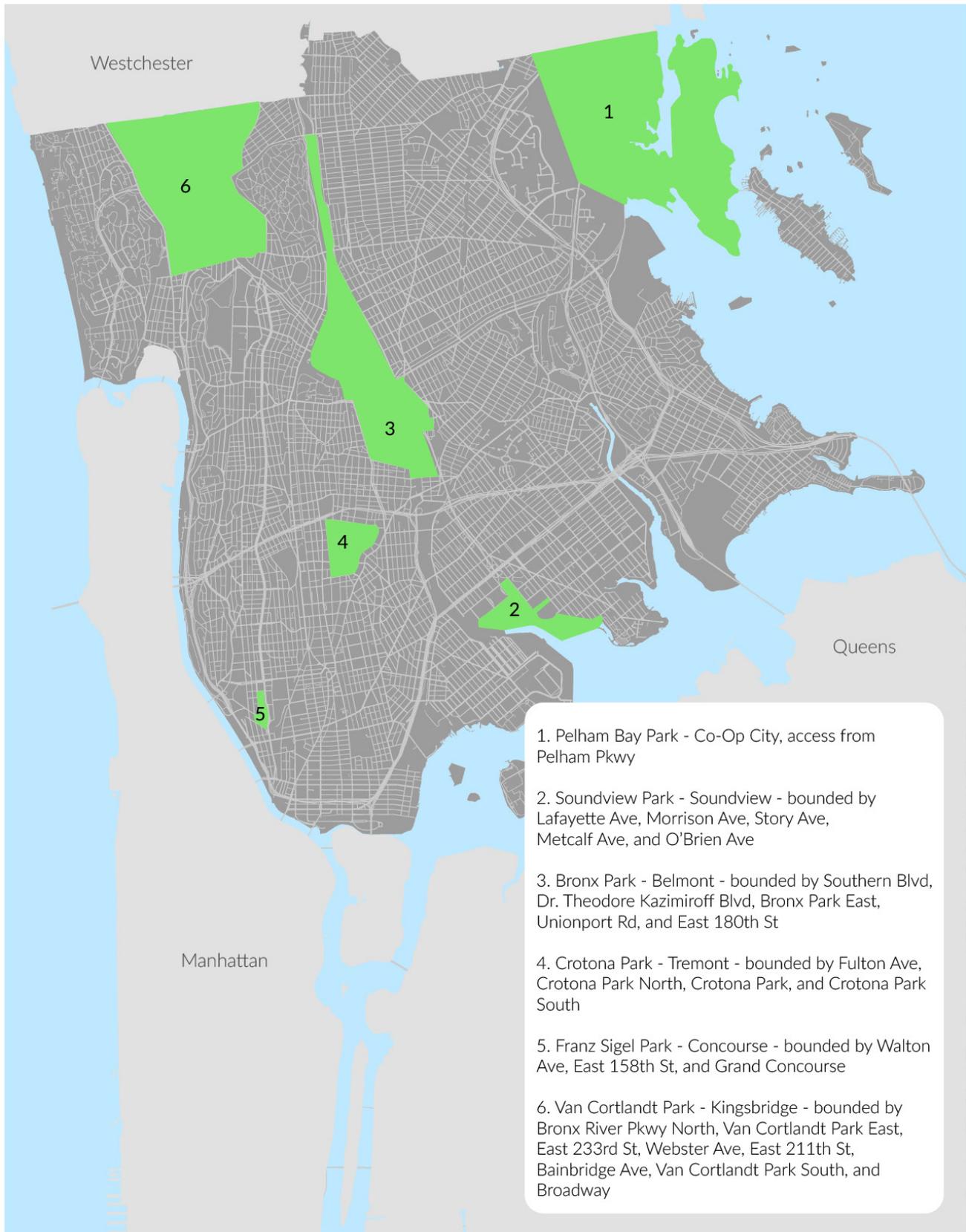


The Bronx

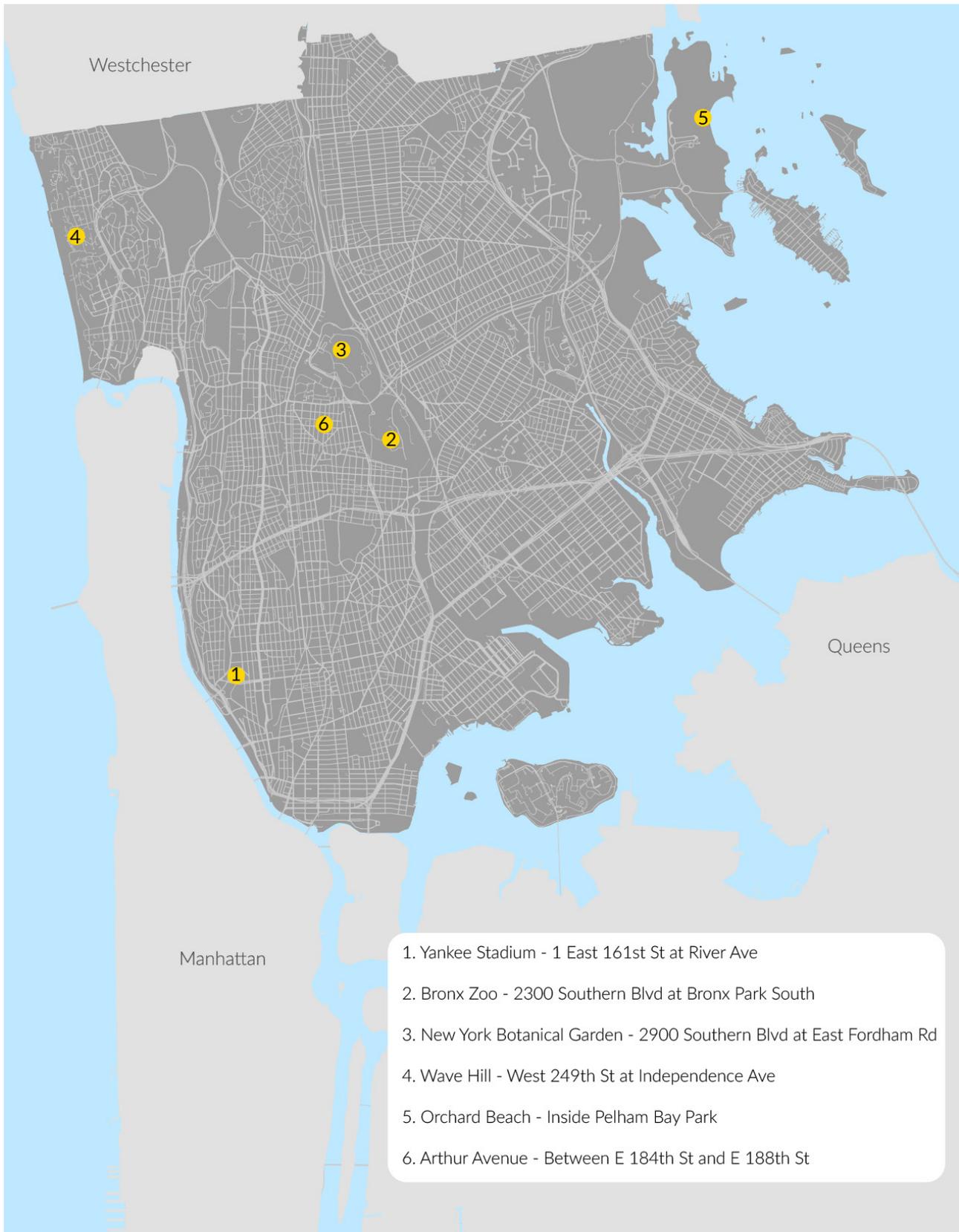
Major Highways & Parkways



Major Parks

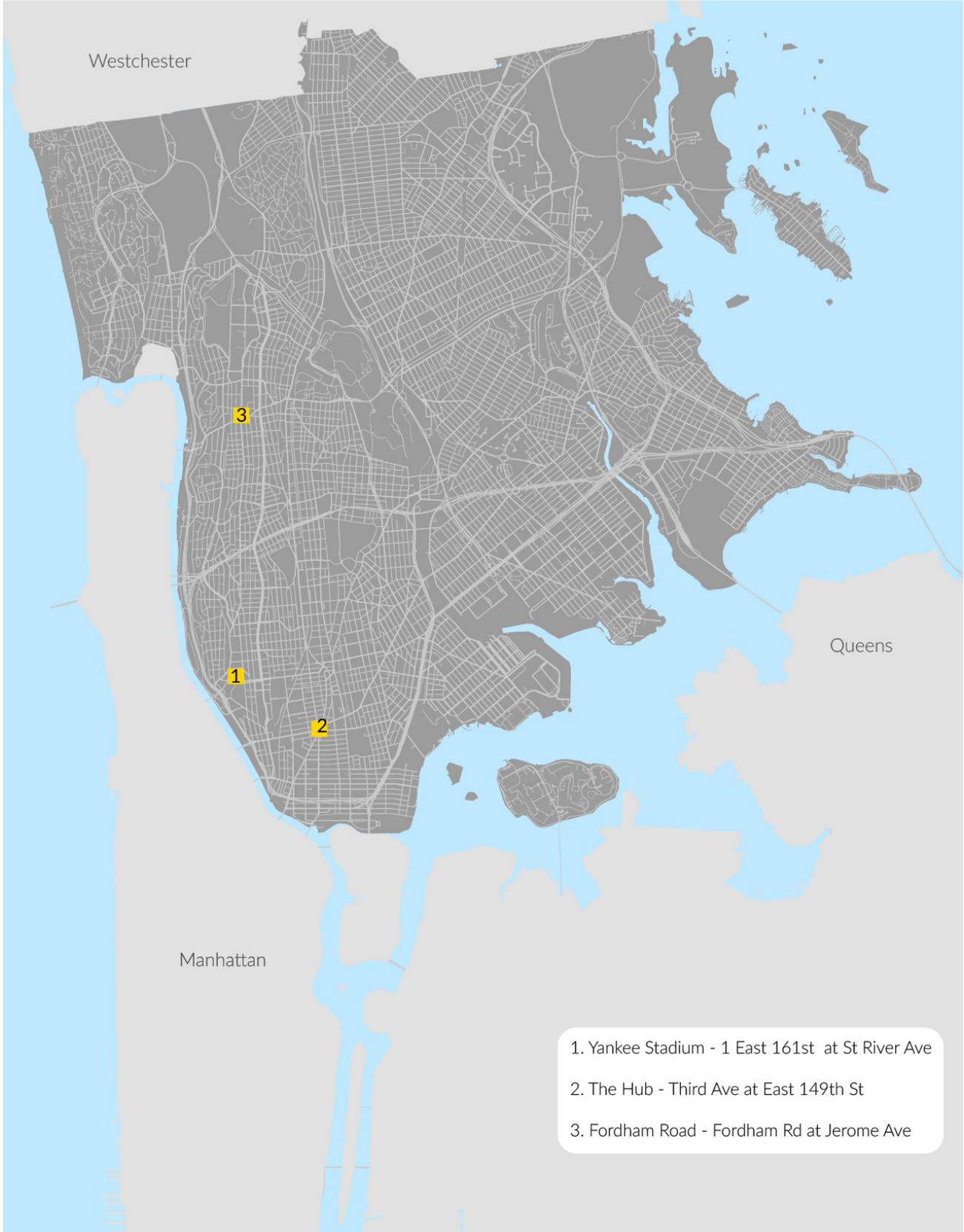


Common Points of Interest



The Bronx

Transit Hubs



Brooklyn

Major Streets

1. Flatbush Avenue - runs from the Manhattan Bridge to the Marine Parkway Bridge
2. Atlantic Avenue - runs from Brooklyn Bridge Park to the Van Wyck Expwy
3. Fourth Avenue - runs from Atlantic Ave to 59th St
4. Eastern Parkway - runs from Grand Army Plz to Bushwick Ave
5. Utica Avenue - runs from Fulton St to Flatbush Ave
6. Broadway - runs from Kent Ave to Broadway Junction
7. Ocean Parkway - Runs from Church Ave to Coney Island Boardwalk



Brooklyn

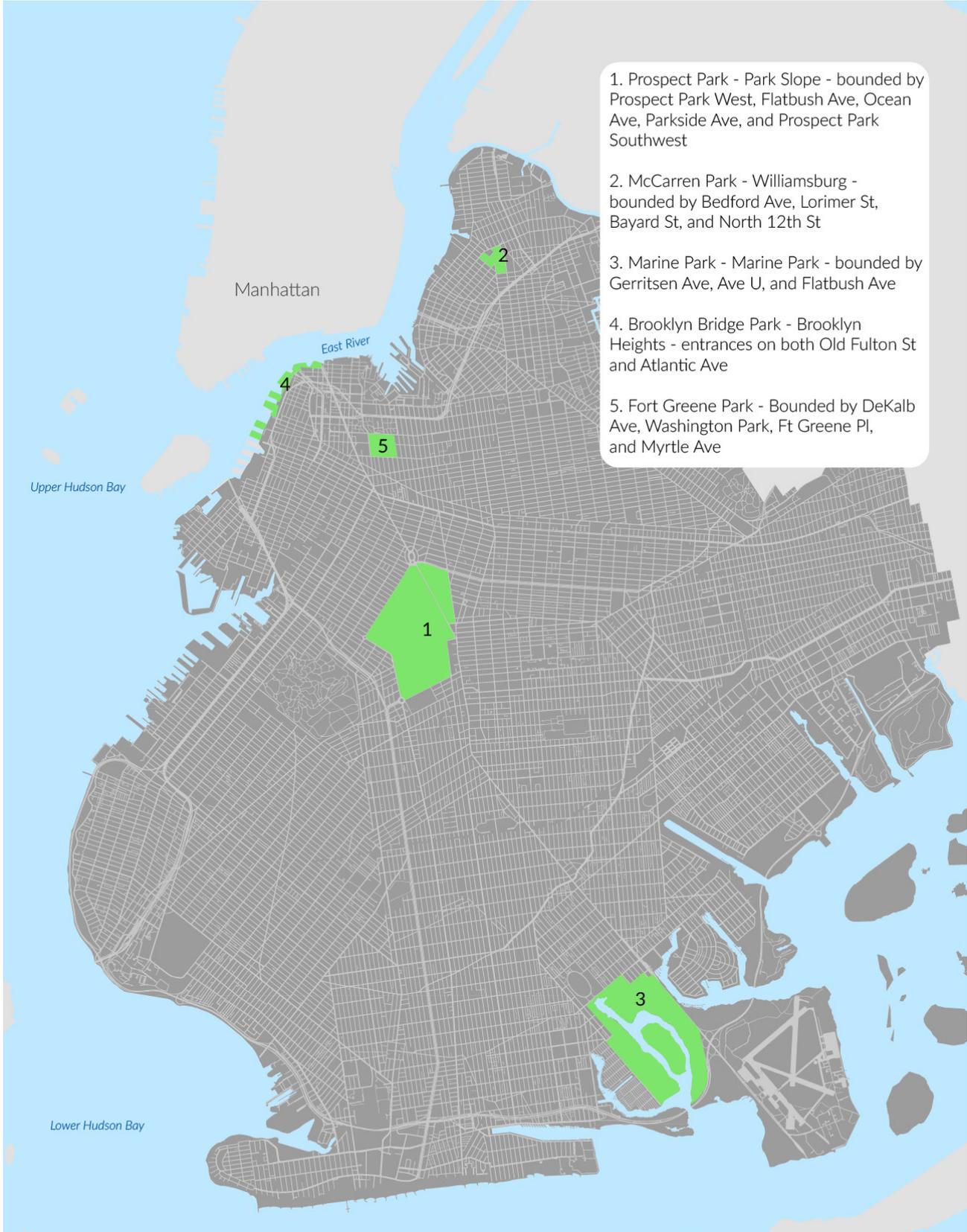
Major Highways & Parkways

1. Brooklyn Queens Expressway (BQE) / Gowanus Expwy / I-278 - runs from the Verrazano-Narrows Bridge to the Long Island Expressway (LIE) / I-495
2. Belt Parkway - runs from the I-278 split to Nassau County, NY
3. Prospect Expressway - runs from the BQE to Ocean Pkwy



Brooklyn

Major Parks



1. Prospect Park - Park Slope - bounded by Prospect Park West, Flatbush Ave, Ocean Ave, Parkside Ave, and Prospect Park Southwest
2. McCarren Park - Williamsburg - bounded by Bedford Ave, Lorimer St, Bayard St, and North 12th St
3. Marine Park - Marine Park - bounded by Gerritsen Ave, Ave U, and Flatbush Ave
4. Brooklyn Bridge Park - Brooklyn Heights - entrances on both Old Fulton St and Atlantic Ave
5. Fort Greene Park - Bounded by DeKalb Ave, Washington Park, Ft Greene Pl, and Myrtle Ave

Brooklyn

Common Points of Interest



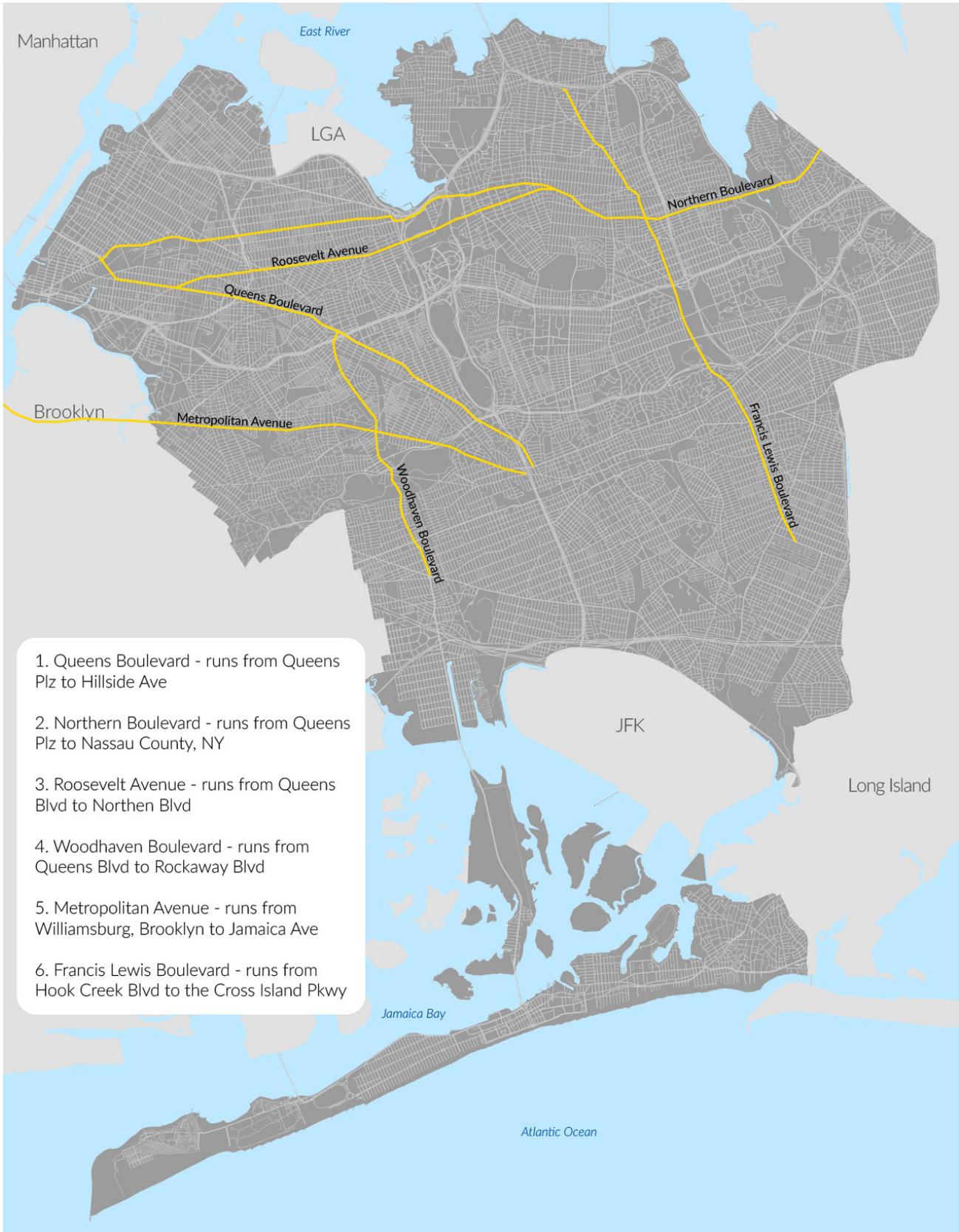
Brooklyn

Transit Hubs

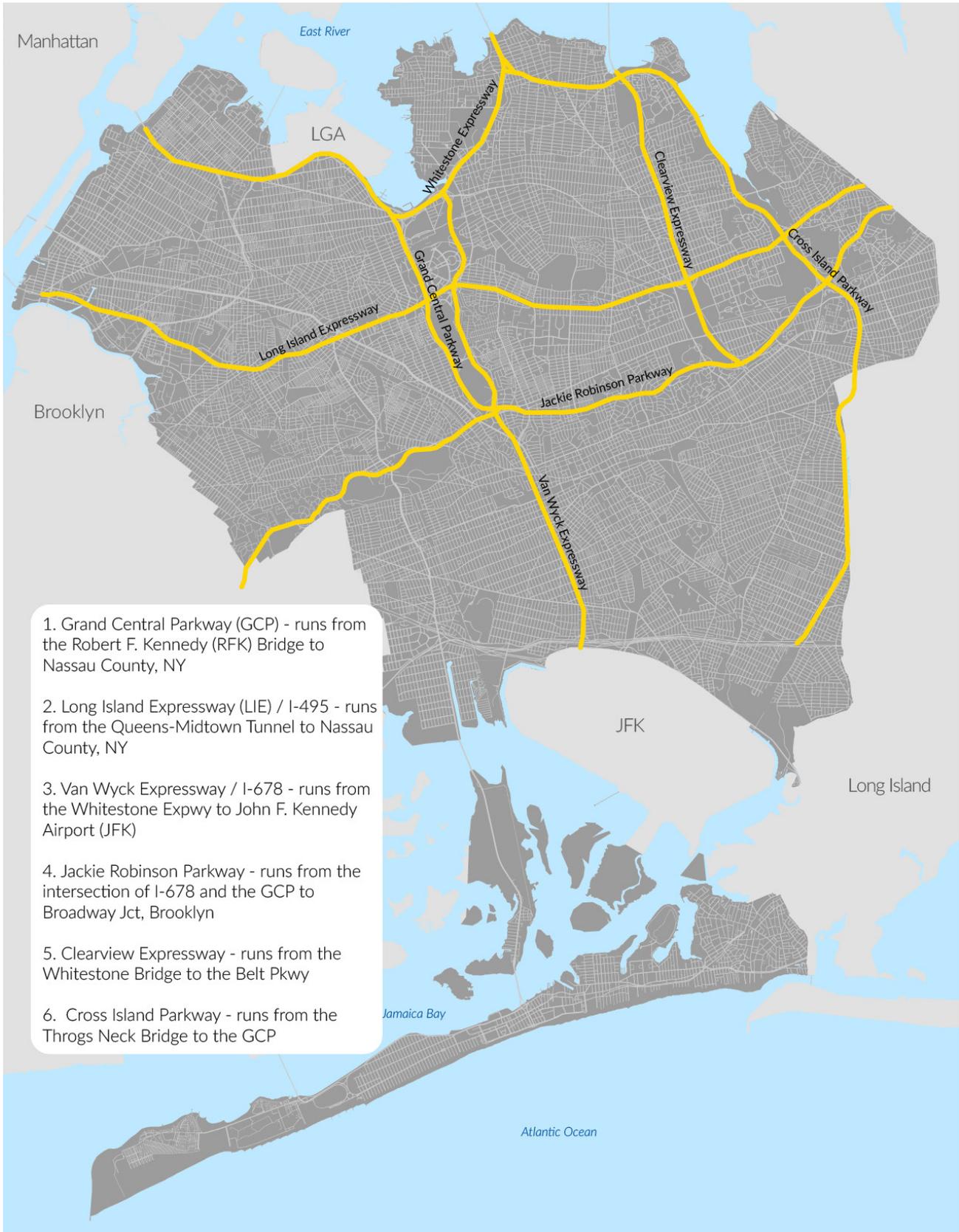


Queens

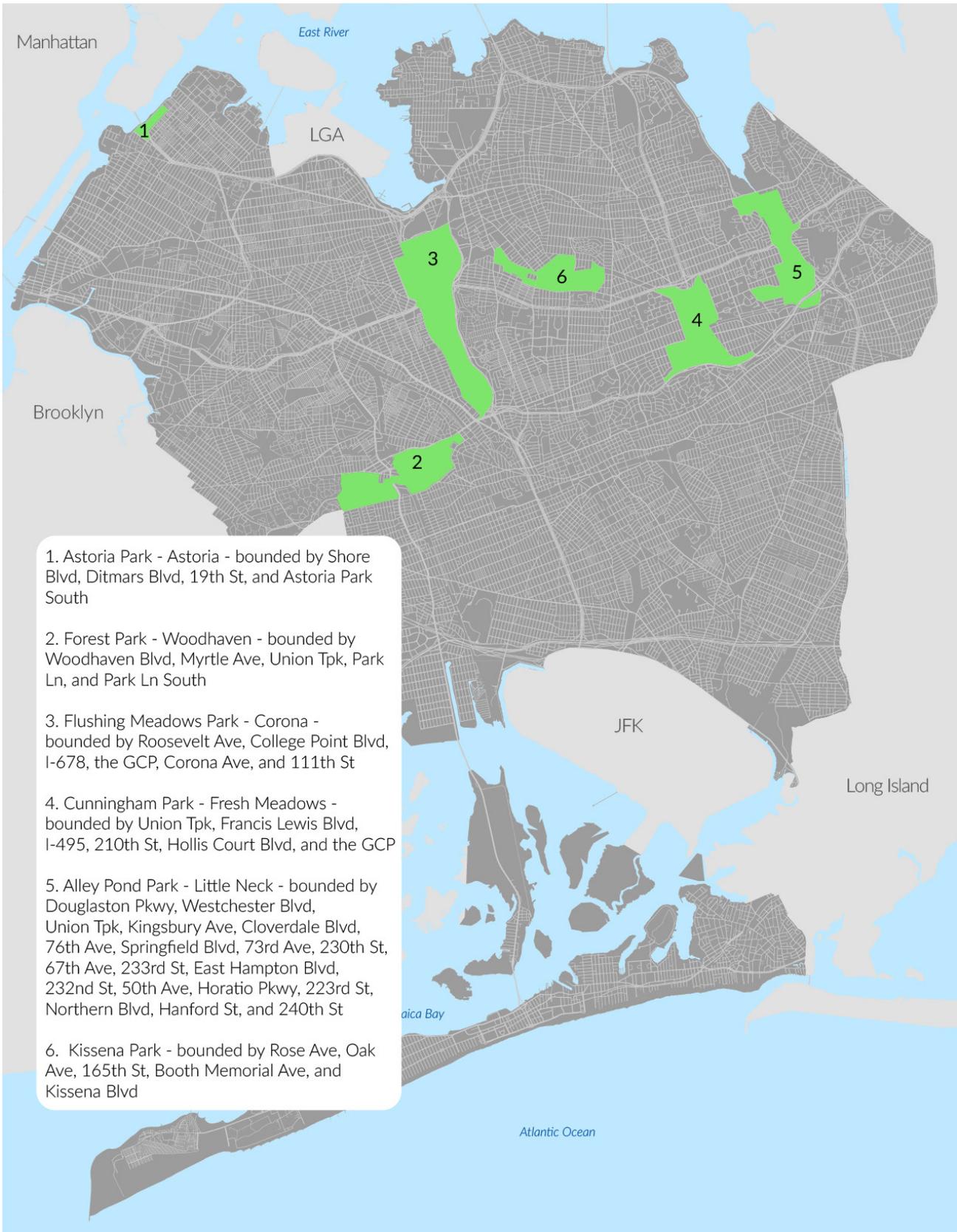
Major Streets



Major Highways & Parkways



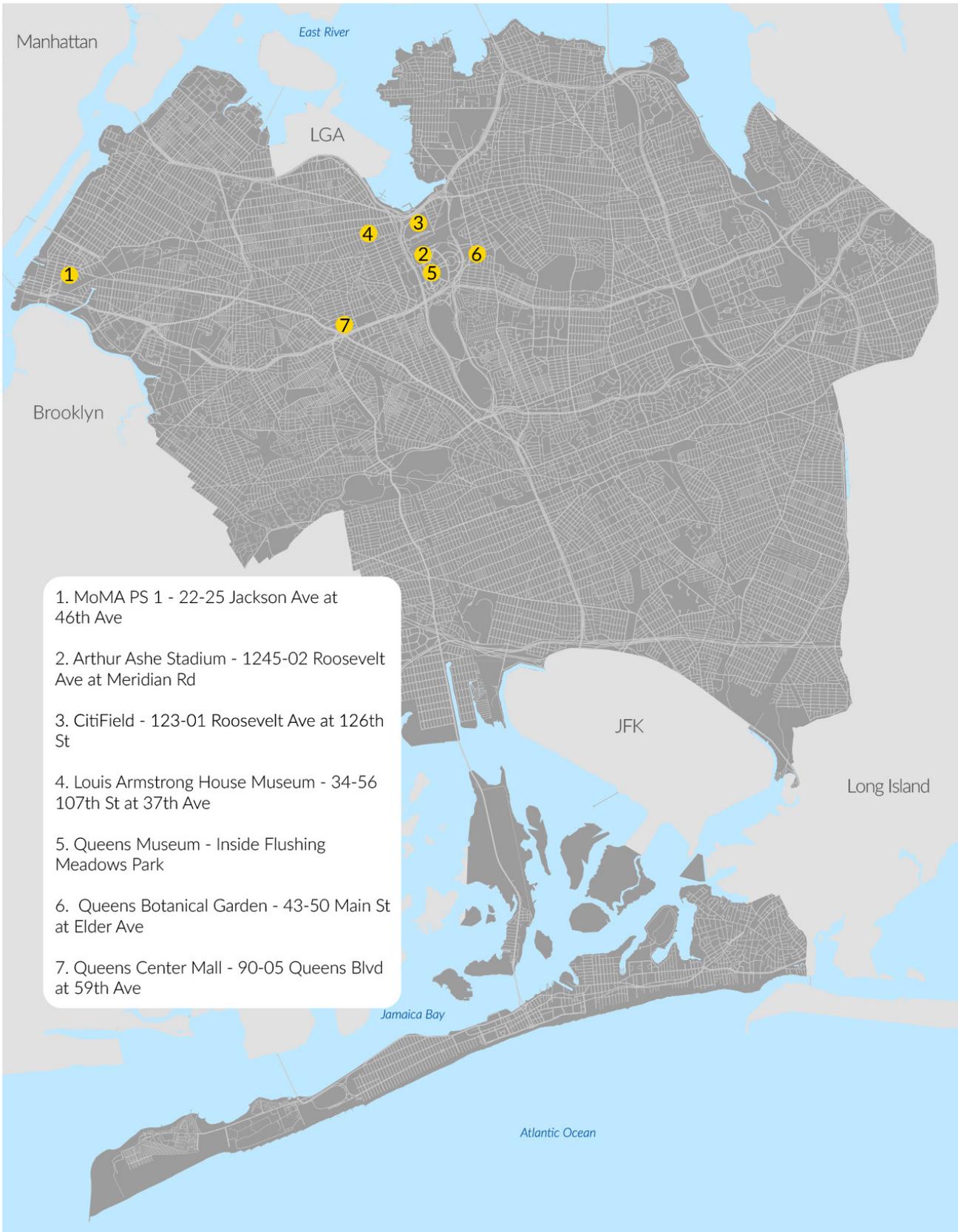
Major Parks



1. Astoria Park - Astoria - bounded by Shore Blvd, Ditmars Blvd, 19th St, and Astoria Park South
2. Forest Park - Woodhaven - bounded by Woodhaven Blvd, Myrtle Ave, Union Tpk, Park Ln, and Park Ln South
3. Flushing Meadows Park - Corona - bounded by Roosevelt Ave, College Point Blvd, I-678, the GCP, Corona Ave, and 111th St
4. Cunningham Park - Fresh Meadows - bounded by Union Tpk, Francis Lewis Blvd, I-495, 210th St, Hollis Court Blvd, and the GCP
5. Alley Pond Park - Little Neck - bounded by Douglaston Pkwy, Westchester Blvd, Union Tpk, Kingsbury Ave, Cloverdale Blvd, 76th Ave, Springfield Blvd, 73rd Ave, 230th St, 67th Ave, 233rd St, East Hampton Blvd, 232nd St, 50th Ave, Horatio Pkwy, 223rd St, Northern Blvd, Hanford St, and 240th St
6. Kissena Park - bounded by Rose Ave, Oak Ave, 165th St, Booth Memorial Ave, and Kissena Blvd

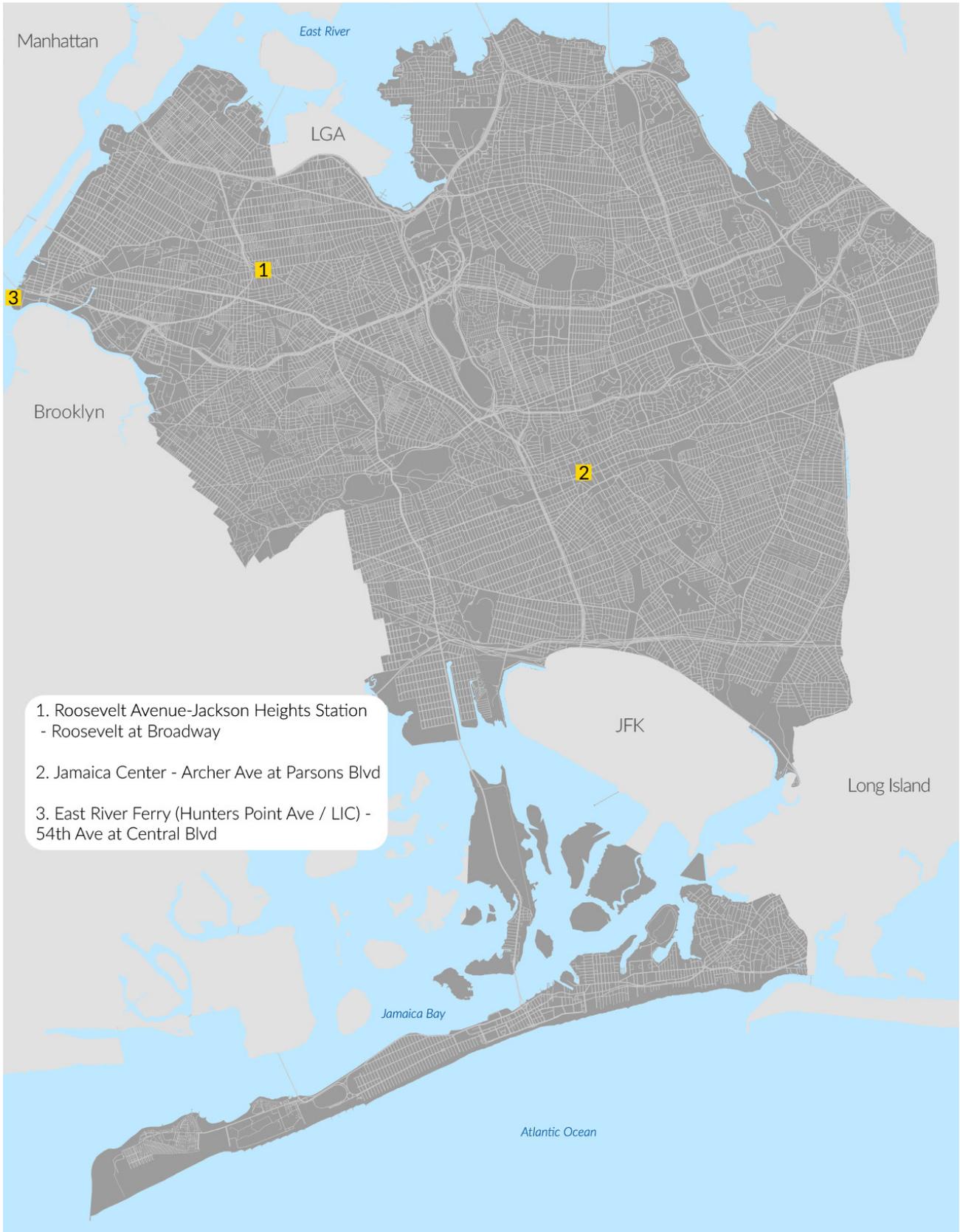
Queens

Common Points of Interest



Queens

Transit Hubs



Staten Island

Major Streets



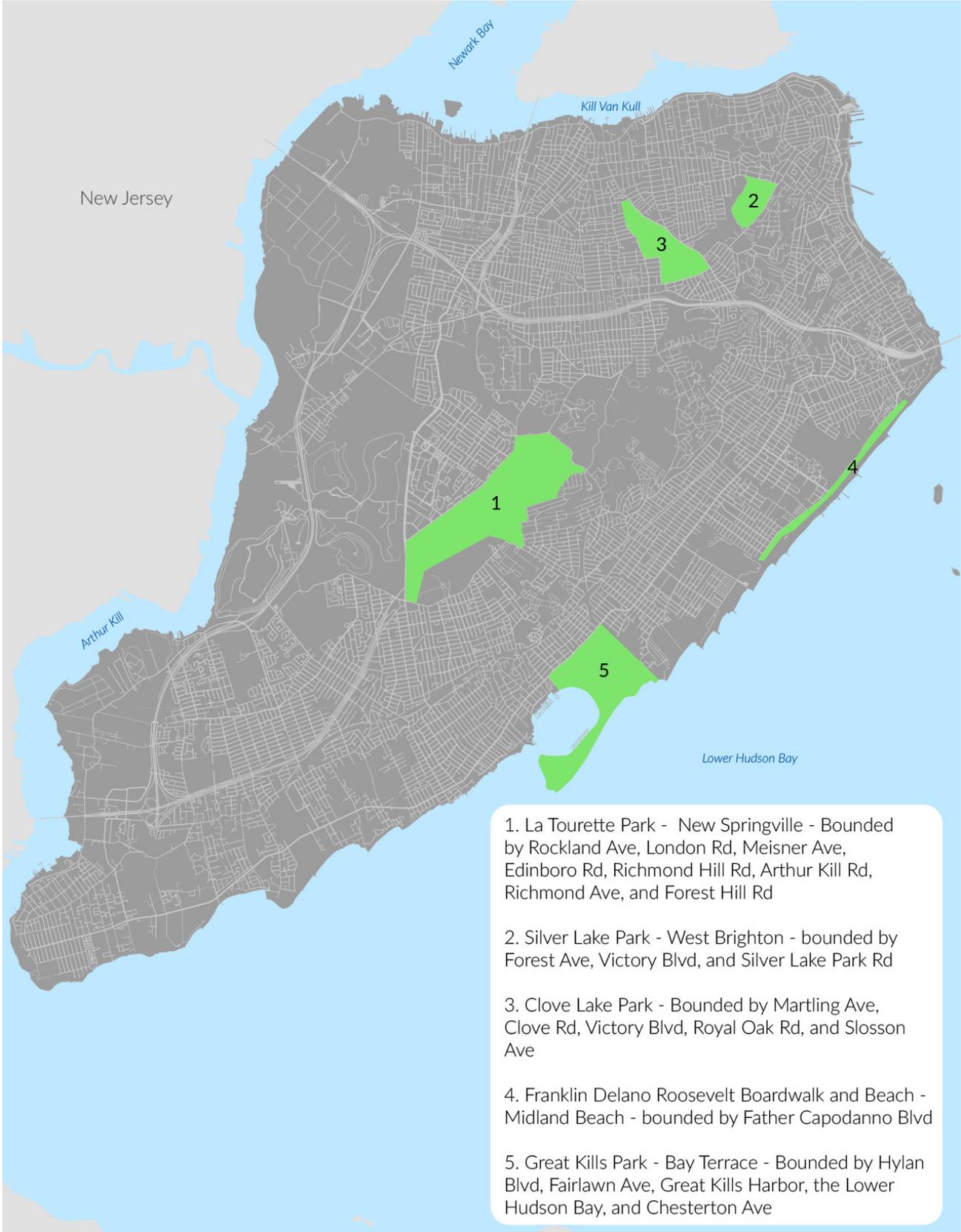
Staten Island

Major Highways & Parkways



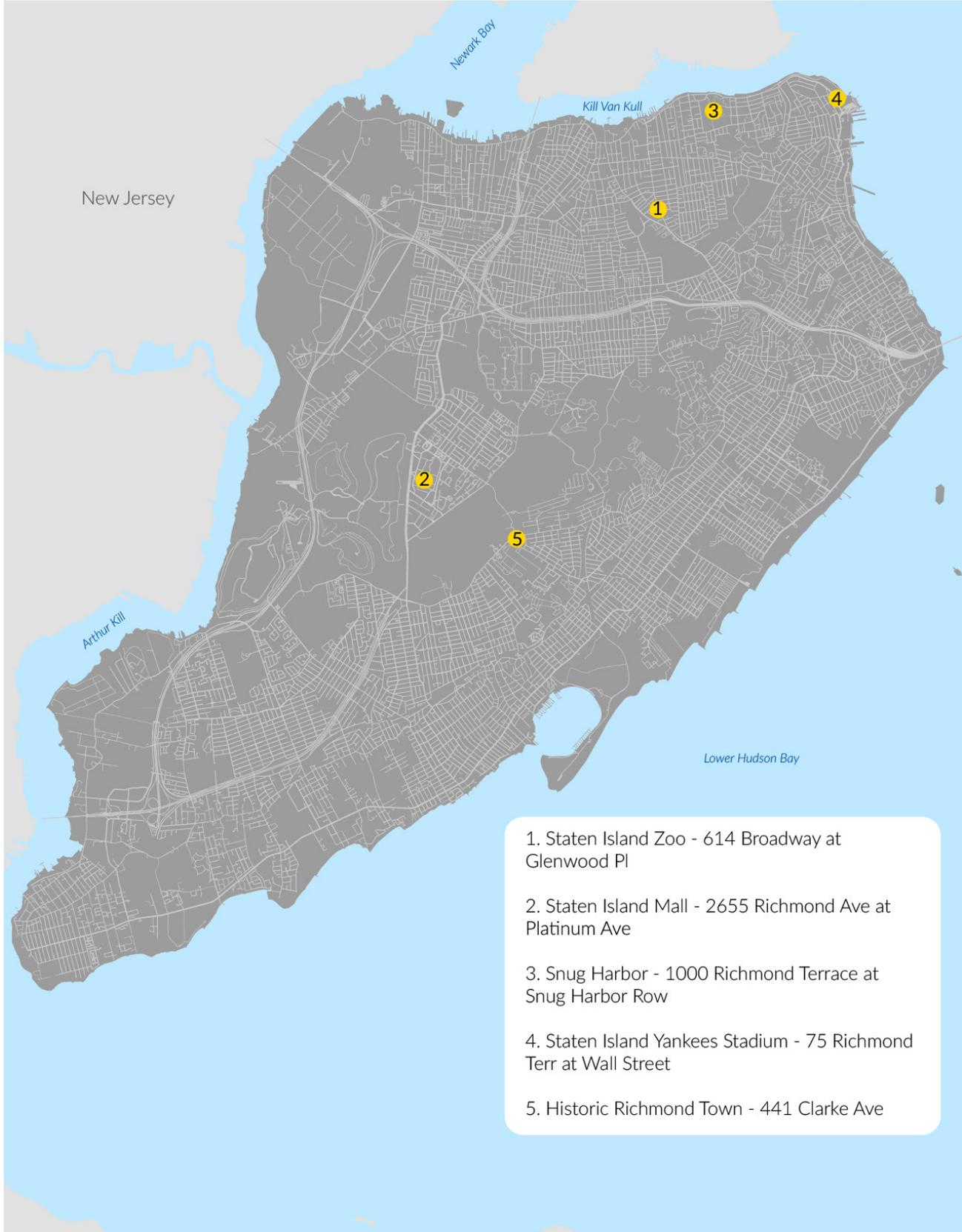
Staten Island

Major Parks



Staten Island

Common Points of Interest



Transit Hubs



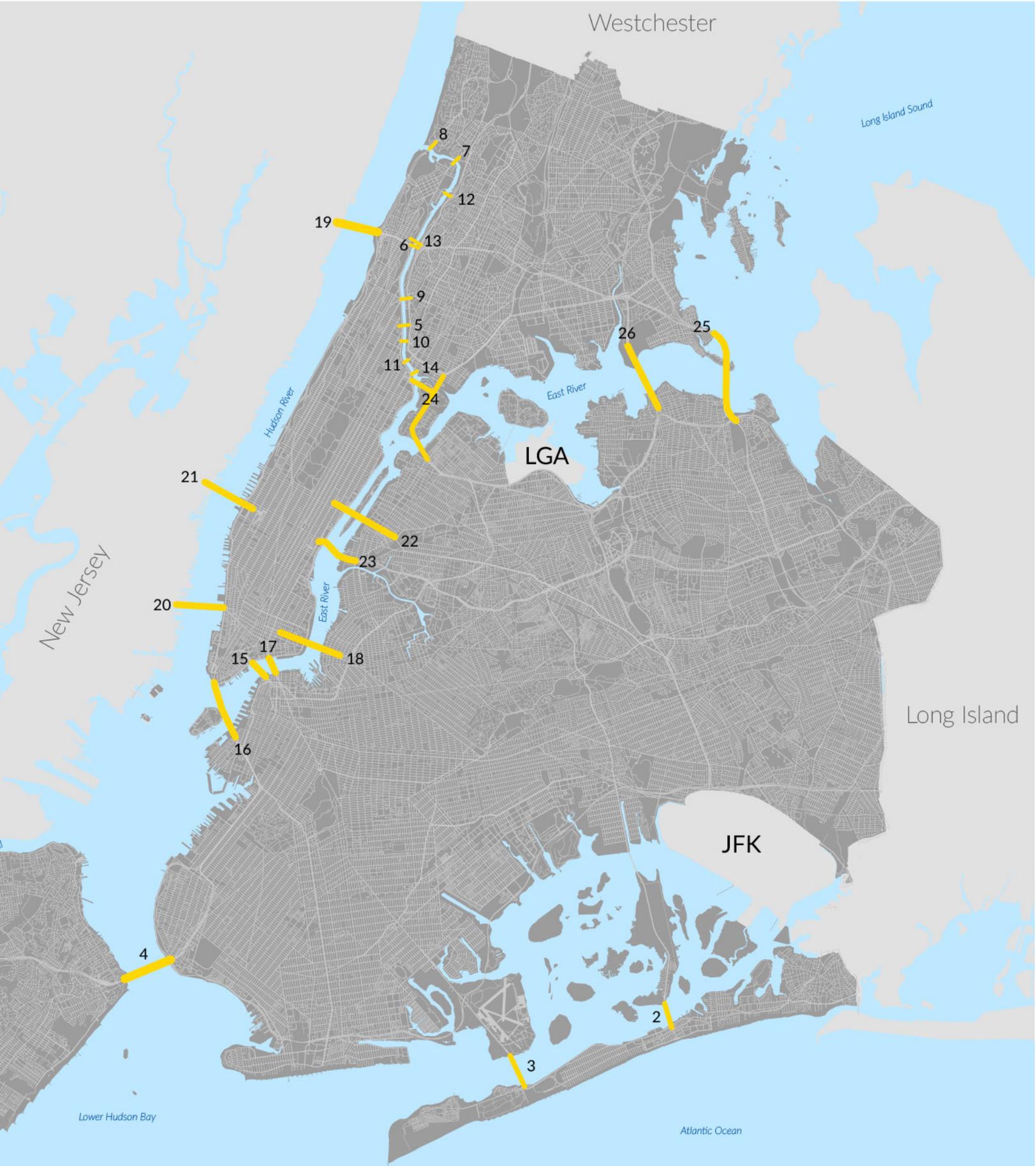
Major River Crossings and Airport Locations

#	Name	Type	Crosses	Endpoints
1	Bayonne Bridge	Toll	Kill Van Kull	Staten Island- New Jersey
2	Cross Bay Veterans Memorial Bridge	Toll	Jamaica Bay	Broad Channel - Rockaways, Queens
3	Marine Parkway Bridge	Toll	Rockaway Inlet	Brooklyn - Rockaways, Queens
4	Verrazano-Narrows Bridge	Toll	New York Harbor	Brooklyn-Staten Island
5	145th Street Bridge	Free	Harlem River	Manhattan - Bronx
6	Alexander Hamilton Bridge	Free	Harlem River	Manhattan - Bronx
7	Broadway Bridge	Free	Spuyten-Duyvil Creek	Manhattan - Bronx
8	Henry Hudson Bridge	Toll	Spuyten-Duyvil Creek	Manhattan-Bronx
9	Macombs Dam Bridge	Free	Harlem River	Manhattan-Bronx
10	Madison Ave Bridge	Free	Harlem River	Manhattan-Bronx
11	Third Ave Bridge	Free	Harlem River	Manhattan-Bronx
12	University Heights Bridge	Free	Harlem River	Manhattan-Bronx
13	Washington Bridge	Free	Harlem River	Manhattan-Bronx
14	Willis Ave Bridge	Free	Harlem River	Manhattan-Bronx
15	Brooklyn Bridge	Free	East River	Manhattan-Brooklyn
16	Hugh M. Carey Tunnel	Toll	New York Harbor	Manhattan-Brooklyn
17	Manhattan Bridge	Free	East River	Manhattan-Brooklyn
18	Williamsburg Bridge	Free	Hudson River	Manhattan-Brooklyn
19	George Washington Bridge	Toll	Hudson River	Manhattan-New Jersey
20	Holland Tunnel	Toll	Hudson River	Manhattan-New Jersey
21	Lincoln Tunnel	Toll	Hudson River	Manhattan-New Jersey
22	Ed Koch Queensboro Bridge	Free	East River	Manhattan-Queens
23	Queens-Midtown Tunnel	Toll	East River	Manhattan-Queens
24	Robert F. Kennedy Bridge (formerly the Triboro Bridge)	Toll	East River	Manhattan-Queens-Bronx
25	Throgs Neck Bridge	Toll	Long Island Sound	Queens-Bronx
26	Whitestone Bridge	Toll	Long Island Sound	Queens-Bronx
27	Goethals Bridge	Toll	Arthur Kill	Staten Island-New Jersey
28	Outerbridge Crossing	Toll	Arthur Kill	Staten Island-New Jersey

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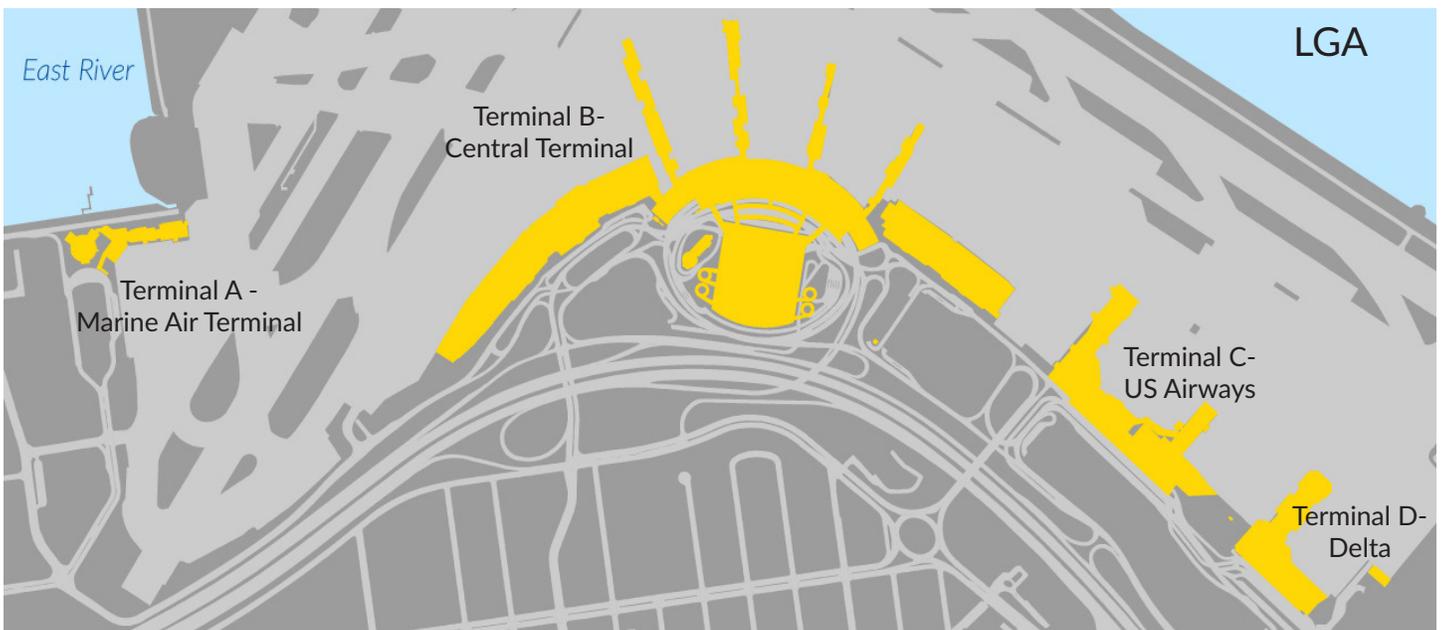
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Airports

- Ways to get to Airports:
 - Newark Liberty International Airport - Interstate 95 via Holland Tunnel or Lincoln Tunnel.
 - Use Exit 13A or 14
 - John F. Kennedy International Airport - Belt Parkway, Nassau Expressway, Van Wyck Expressway.
 - Take Van Wyck Expressway to the end. Use Exit 19 on the Belt Parkway.
 - LaGuardia Airport - Grand Central Parkway.
 - Use Exit 5 for the Marine Air Terminal, Exit 7 for the Central Terminal.



Part 2: City Geography - Directions

You will need to know how to get from one place to another. You are likely to be asked questions about:

- **Where major streets and landmarks are in relation to each other**
 - What direction do you need to drive to reach a chosen destination?
 - Example question: you are at 42nd Street and Seventh Avenue. Your passenger wants to go to the United Nations building. Answer: you will need to travel East.
- **River Crossing Names and Locations**
 - Which crossing is closest to the chosen pick up point or destination?
 - Example question: you are at Broadway and Chambers Street. Your passenger wants to go to Brooklyn. Answer: the Brooklyn Bridge is the nearest crossing.

It is not enough to just know where places are located on the map. You will need to know the best way to get to places that your passengers request. “Best” means the most direct route between places. You are likely to be asked questions about:

- **Step-by-step route descriptions between landmarks and major streets**
 - Example question: you are at the Empire State Building. Your passenger asks to go to the Metropolitan Museum of Art. Answer: you will need to turn East on 34th Street to Madison Avenue, then proceed north on Madison Avenue to East 82nd Street, then turn left and proceed to Fifth Avenue, and then turn left.
- **Step-by-step route descriptions between certain streets and other streets**
 - Example question: You are at Queens Boulevard and your passenger asks for a destination on Northern Boulevard. Example answer: You will need to turn north in order to drive in the correct direction.

Locals and visitors often want to go to landmarks, attractions, shopping areas, museums, and the airports. You will need to be able to identify these places and know where they are located. You are likely to be asked questions about points of interest such as:

- Empire State Building - Fifth Avenue at 34th Street, Manhattan
- LaGuardia (LGA) Airport - Near the Grand Central Parkway, Queens
- Kennedy (JFK) Airport - At the end of the Van Wyck Expressway, Queens
- 9/11 Memorial - West Street at Liberty Street, Manhattan
- Penn Station - Seventh Avenue at West 32nd Street, Manhattan.
- Grand Central Terminal - Park Avenue at East 42nd Street, Manhattan
- Times Square - Where Seventh Avenue and Broadway meet at 42nd Street up to 47th Street, Manhattan

Part 3: Taxi & Limousine Commission Rules

Below is a summary of TLC rules:

- **When you are driving a yellow taxi:**
 - You must have a TLC driver's license in order to operate the taxi.
 - You may pick up passengers who hail you on the street anywhere in the Five Boroughs.
 - You may pick up or drop off at Airports.
 - You must charge the metered rates for trips in the New York City.
 - You must charge the airport flat rate for trips between Manhattan and JFK airport.
 - You must accept credit card payments.
- **When you are driving a green taxi:**
 - If your passenger called a base for service, you must charge them the quoted price.
 - If you picked up your passenger hailing on the street, you must charge them the metered rate.
 - You may drop off at Airports.
 - You may only pick up at Airports if dispatched by a base.
 - You may drop off anywhere in Manhattan but only pick up above 96th Street on the East Side and 110th Street on the West Side.
 - You must accept credit card payments.
- **When you are driving an FHV (a car that is not a yellow taxi or a green taxi):**
 - You may not pick up passengers who hail you on the street.
 - You may only pick up "pre-arranged" rides, which means a base or an app sent you the trip request
- **Driver Behavior & Customer Service**
 - You may use a GPS for directions.
 - You CANNOT use a cell phone while driving, even with hands-free device.
 - You may never smoke in your car.
 - Idling your car is not allowed. This means running your car while parked and not moving.
 - You may never ask for a tip.
 - If you find lost property you must take it to the local police precinct. If you are a FHV driver you may also take it to your dispatching base. If a passenger contacts while you still have the property, you may return it to the passenger directly.
 - You may never ask someone if they want a ride – no matter what kind of TLC car you are driving. The passenger has to initiate contact or hail you.
 - You must always give a passenger a receipt if they ask for one.

- You may not ask a passenger where they are going before deciding to allow them in the vehicle.
- You may not use abusive, harassing, or sexual language or behavior when interacting with passengers.
- You cannot refuse to transport passengers unless you have specific justifiable grounds.

- **Fare Information**

- In a yellow or green taxi:
 - There is a flat fare to JFK Airport, but not LaGuardia Airport. Trips to JFK also have an additional \$4.50 rush hour surcharge.
 - The rate to Newark is the same rate as it is within NYC, plus an additional surcharge
 - There are different fare rates when traveling outside the Five Boroughs, such as to Westchester County or Nassau County.
- In an FHV:
 - For-Hire Vehicle fare rates are set by the base. Check with your base to make sure you are charging the right amount.

- **Suspensions & Revocations**

- Abusive, or sexual language or behavior towards a passenger can cause you to lose the ability to drive for a short while (suspension) or even lose your TLC license (revocation), including:
 - Collecting too many points on your license under the Critical Driver / Persistent Violator Driver Programs (see top violations with points on page 34)
 - Mistreating passengers, such as refusing service or using abusive language.
 - Not obeying legal directions from NYPD or TLC's Uniformed Services Bureau.
 - TLC's uniformed officers have the ability to write you tickets.
 - Abusive, or sexual language or behavior towards a passenger.
 - Not cooperating with the TLC.
- You always need to have your TLC License displayed and with you when you are providing service.
- There may be situations when you need to provide requested documents to the TLC within 10 days. If you do not, you can be subject to penalties and may even have your license suspended.
- Certain behavior can delay or prevent you from getting a TLC license, including:
 - Past driving record, such as driving while intoxicated.
 - Use of illegal drugs.
 - Conviction for certain misdemeanors and felonies.

Part 4: Vision Zero & Safe Driving

Vision Zero is the City's name for a set of laws and rules that encourage safer driving, with the goal of making sure that there are no traffic crashes. You should be familiar with the following information:

Rules of the Road

- The speed limit in NYC is 25 miles per hour unless otherwise posted.
- The speed limit on most New York State highways and parkways is 55 miles per hour.
- Turning at a red light is not legal in NYC, unless there is a sign posted that allows it.
- You may only make a U-Turn where street signs say it is legal to do so.
- You must stop your car when a school bus pulls over and turns on its flashing lights to let children pass.
- Share the road with bicyclists and pedestrians.
- Be aware of bike lanes when making turns.
- When a traffic signal is broken, treat the intersection like it is a four-way stop.

Top ten reasons drivers get Critical Driver Points

1. Moving violations like unsafe lane changes
2. Using cell phones including hands-free while driving
3. Disobeying traffic signals
4. Speeding
5. Making improper turns
6. Failing to use turn signals
7. Failing to stop at stop signs
8. Running red lights
9. Failing to give pedestrians and cyclists the right of way
10. Making illegal U-turns

Helpful Video Links:

[NYC Vision Zero Website](#)

[Drive Like Your Family Lives Here Video](#)

[Sex Trafficking Prevention Awareness Video](#)

[Accessible Dispatch Introductory Video](#)

[Service Refusal is Against the Law!](#)

[TLC Airport Hustling PSA](#)