



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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INDUSTRY INFORMATION | INDUSTRY NOTICES

FOR IMMEDIATE RELEASE
 Emergency Industry Notice #3
 Thursday, September 13, 2011

TEMPORARY RELOCATION OF TLC HEADQUARTERS

As a result of the emergency conditions in lower Manhattan, the New York City Taxi and Limousine Commission (TLC) closed its executive offices, including the Office of Consumer Relations, at 40 Rector Street. The following offices of the TLC have been temporarily relocated to 24-55 B.Q.E. West, Woodside, N.Y. 11377:

- The Office of the Commissioner/Chair
- The Office of the First Deputy Commissioner
- The Office of Public Affairs
- The Office of Policy and Programs
- The Office of Discipline

Representatives from these offices can be contacted by calling the TLC Command Desk at (718) 267-4555.

The following offices of the TLC have been temporarily relocated to 32-02 Queens Boulevard, Long Island City, N.Y. 11101:

The following offices of the TLC have been temporarily relocated to 32-02 Queens Boulevard, Long Island City, N.Y. 11101:

- The Office of the Consumer Relations & Lost Property
- The Office of Legal Affairs
- The Office of Financial Management and Administration
- The Office of Human Resources

Until further notice, representatives from Consumer Relations & Lost Property can be contacted by calling (718) 391-5500, 391-5652, 391-5656, 391-5657, 391-5660, and 391-5664. Until further notice, representatives from Human Resources can be contacted by calling (718) 391-5555. Legal Affairs may be contacted by calling (718) 391-5704.

Both the Enforcement and Safety & Emissions Divisions, (24-55 B.Q.E. West, Woodside), are operating normally. Taxicab owners will continue to report as scheduled to the Woodside Centralized Inspection Facility. The Licensing Division, (32-02 Queens Boulevard, L.I.C.) is operating normally, and continues to process new and renewal license applications and transact all other business. Regularly scheduled hearings with NYPD Officers, PAPD Officers and TLC Inspectors are adjourned until further notice. Respondents will be notified by mail of their rescheduled hearing dates. The Adjudications Division at Long Island City is open to process Motions to Vacate, guilty pleas, and adjournment requests for hearings scheduled for future dates. All hearings scheduled to be held at 40 Rector Street and the JFK Tribunal will be rescheduled and these facilities are closed until further notice.

The TLC Consumer Complaint Hotline (212-NYC-TAXI) is temporarily out of service. During normal business hours (9:00 a.m. to 5:00 p.m.) consumers may call (718) 391-5652, 391-5656, 391-5657, 391-5660, and 391-5664 to file complaints or file lost property reports. After 5:00 p.m. consumers may call (718) 267-4567.

The agency has established an information hotline at (718) 267-4567, which will be operational 24 hours a day until further notice.