

# Passenger information: Livery Passenger Bill of Rights

The Livery Passenger Bill of Rights was created to help you understand your passenger rights when riding in a licensed livery cab. It should be located behind the front passenger's seat where it is easy for you to see it.

If you have a complaint or would like to compliment a driver or base, please let us know by calling 311 or visiting our website at [www.nyc.gov/tlc](http://www.nyc.gov/tlc).

<b>LIVERY PASSENGER'S BILL OF RIGHTS</b> <b>YOU MUST CALL A CAR SERVICE TO TAKE THIS CAR. STREET HAIRS ARE NOT ALLOWED.</b>	<b>FOR VIEWING ONLY</b>
Call 311 to contact the TLC with any compliments or complaints about your ride.	<b>You have the right to:</b>
<b>NYC</b> Michael R. Bloomberg Mayor	<b>Taxi &amp; Limousine Commission</b> Matthew VC. Diaz Commissioner/Chairman



# NYC Taxi & Limousine Commission Passenger Guide: New For-Hire Vehicle (FHV) Rules

We recently passed new rules that change the way livery cabs (more commonly known as “car service cars”, “gypsy cabs”, “black cars”, and “dollar cabs”) look and operate.

We want to make sure you are aware of the changes taking place so the next time you call for a livery cab you know that your car and driver are licensed and in good standing with the NYC Taxi & Limousine Commission (TLC).

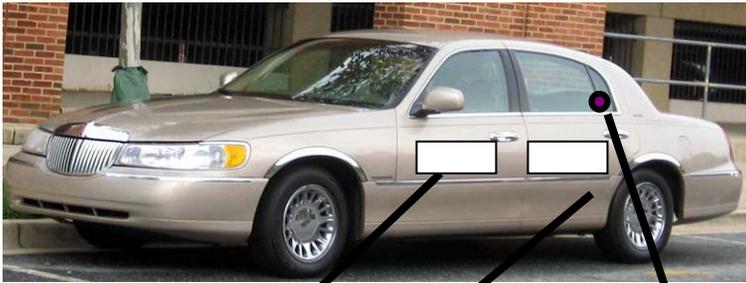
This guide will help you identify a TLC-licensed livery cab and driver.

If you would like to find out more information about the new rule changes for livery cabs, please visit our Web site at [www.nyc.gov/tlc](http://www.nyc.gov/tlc). You can also call 311.



# What You Should Look for on the Outside of the Car

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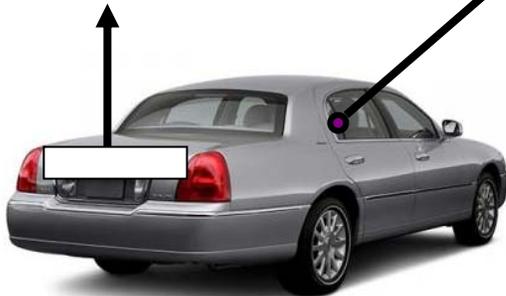
The car must have stickers on the outside that show:

1. Base Name
2. Base License Number
3. Base Telephone Number

These stickers can be on both sides of the car or located on the back

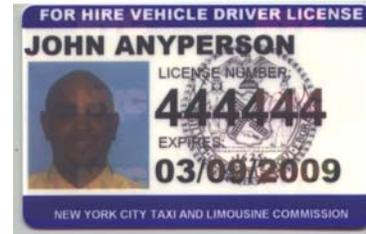


The car must have these TLC stickers on each of its rear quarter windows.



# What You Should Look For Inside the Car

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This is the driver's TLC license.

It should be located behind the driver seat where it is easy for you to see.

# Things You Should Know When Taking a Livery Cab

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You should always call a base to have a livery cab pick you up.

Livery cars are not allowed to pick you up on the street. They have to be dispatched through their base.

If you hail a livery cab on the street, there is no way the base will have a record of your trip.

You should ask the dispatcher how much your ride will cost when you call to arrange for your trip.

Please continue to the back side 

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