



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

- [Home](#)
- [About TLC](#)
- [Taxi of Tomorrow](#)
- [TLC Rules and Local Laws](#)
- [Court Administration](#)
- [Passenger Information](#)
- [Licensing](#)
- [Safety & Emissions](#)
- [Industry Information](#)
- [Commission Meetings](#)
- TLC News**
 - [Proposed Rules](#)
 - [Newly-Passed Rules](#)
 - [TLC Regulatory Agenda - Fiscal Year 2011](#)
 - [Average Medallion Prices](#)
 - [Photo Gallery](#)
 - [Industry Notices](#)
 - [Press Releases](#)
 - [Public Notices](#)
 - [Informational Presentations](#)
 - [Testimony](#)
 - [Newsletters](#)
 - [Sign up for official e-mail updates, news and Industry Notices from the TLC](#)
- [Current Licensees](#)
- [Employment Opportunities](#)
- [FAQ](#)
- [Contact / Visit TLC](#)
- [TLC Site Map](#)

INDUSTRY INFORMATION | INDUSTRY NOTICES

FOR IMMEDIATE RELEASE
 Industry Notice #02-04
 February 20, 2002

THE TLC ANNOUNCES NEW MANDATORY VEHICLE LICENSE PROCEDURES TO REDUCE WAITING TIMES AND IMPROVE CUSTOMER SERVICE

The TLC Commissioner/Chair announces the adoption of new mandatory procedures to facilitate the processing of all new, transfer and renewal Tier I for-hire vehicle ("FHV") and paratransit services vehicle applications at the TLC's Long Island City Licensing Division facility. In the past, crowding at the facility historically commences on or about the last week of February each year, due to the expiration of insurance policies and DMV vehicle registrations at that time of year. To help eliminate crowds and reduce customer waiting times, and to ensure the timely processing of all new, transfer and renewal Tier I FHV and paratransit services vehicle license applications, the following new procedures will be implemented, **effective February 27, 2002, until further notice.**

- All new and transfer FHV license applications must be filed in person, **by appointment only.** While renewals may also be filed in person, by appointment, the TLC strongly encourages the use of the mails for renewals. **NO NEW, TRANSFER OR RENEWAL VEHICLE APPLICATIONS WILL BE ACCEPTED WITHOUT APPOINTMENT AFTER FEBRUARY 27, 2002.**
- Requests for an appointment to file an application may be made only by TLC-licensed FHV and paratransit base stations. Requests received from individual vehicle owners will not be accepted or processed. Requests for an appointment may be filed by either fax or by completing the on-line form, which can be obtained at <http://www.NYC.gov/taxi>. **The fax number is (718) 391-5659.** No appointment requests may be made by telephone or mail. An appointment request form is contained on the reverse side of this notice (this form may be photocopied). Each vehicle owner and vehicle identification number (last six digits) must be listed on the appointment request form. There is no limit to the number of forms/vehicle transactions that may be included in a single request. This form can also be completed and submitted on-line.
- Appointments will be assigned on a first-come, first-served basis in the order received, subject to the discretion of the TLC. Requests for specific appointment dates and/or times cannot be honored. The TLC will give scheduling preferences to all transfer and renewal application requests. Some transactions may be processed at the TLC Staten Island facility if demand warrants.
- Confirmed appointment dates/times will be forwarded back to the requesting base via fax or E-mail within (48) hours. **It shall be the base owner's responsibility to notify each affiliated vehicle owner of the scheduled appointment. Base owners may not charge vehicle owners for making appointments.** Confirmed reservations may not be changed. If a scheduled appointment is missed, the affiliated base may fax or E-mail another appointment request to the TLC after the scheduled appointment date. Only the vehicles listed on the appointment request form will be processed.

On the date of the scheduled appointment, the following two services will be available for new and transfer applications:

- **SERVICE WINDOWS:** *Only registered vehicle owners* will be serviced. 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 minimum 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 will be issued by mail only for approved applications (licenses cannot be picked up in person). License applications must be filed in accordance with all written instructions provided with the application. Applications that are incomplete will not be accepted.

All other licensing 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, and 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 (212) NYC-TAXI. This number should not be used for scheduling appointments.