



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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FOR IMMEDIATE RELEASE
 Industry Notice #02-06
 February 22, 2002

THE TLC ANNOUNCES MODIFICATIONS TO ITS NEW FHV VEHICLE APPLICATION PROCEDURES

On February 20, 2002, the TLC Commissioner/Chair announced 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. These procedures were described in Industry Notice 02-04, dated February 20, 2002. In response to suggestions made by the FHV industry, the TLC announces the following modifications to its new customer service initiative.

Summary of Mandatory Appointment Procedure for All Bases

All base owners must fax or E-Mail the TLC to request an appointment to conduct vehicle transactions for their affiliated vehicles. A copy of this form was previously mailed to all base owners with Industry Notice 02-04, and can also be obtained on the TLC Website at <http://www.NYC.gov/taxi>. The TLC will notify the base owner of the date and time of its scheduled appointment within forty-eight (48) hours. **Individual appointment requests will not be accepted from vehicle owners. Effective February 27, 2002, no walk-in transactions will be accepted without an appointment.**

The Following Procedures are MANDATORY for Bases With Fifty (50) or More Affiliated Vehicles

On the date and time of the scheduled appointment assigned by the TLC, the base owner or a duly authorized representative **must** appear at the TLC to drop-off completed new, transfer and renewal applications. **Applications from individual vehicle owners will not be accepted.** After these applications have been processed, the base owner will be contacted by telephone, fax, or E-Mail to pick up approved permits and decals. **It shall be the base owner's affirmative responsibility to distribute decals and permits to the affiliated vehicle owner.**

The Following Procedures are Applicable to Bases With Fewer Than Fifty (50) Affiliated Vehicles

- These base owners (or their representatives) **may** also use the TLC drop-off procedure to file completed applications for their affiliated vehicle owners on the scheduled appointment date. Permits and decals will be mailed directly to the base owner if this procedure is used.
- Vehicle owners **are also permitted** to complete their own transactions personally on the scheduled appointment date, using either the drop-off or service window. Permits and decals will be mailed directly to the vehicle owner.

Additional Information

Additional information and assistance concerning this service may be obtained by calling the TLC Consumer Relations Hotline at **(212) NYC-TAXI**. English and Spanish speaking customer service representatives are available to answer any questions from base owners.

Tier I application forms will be available for downloading on-line on February 25, 2002 on the TLC web site: <http://www.NYC.gov/taxi>.

The TLC reminds FHV Tier I vehicle license holders that permits expiring between February 28, 2002 and March 15, 2002 have been extended to March 18, 2002, provided the vehicle has a current registration and valid insurance as required by TLC rules.

Base owners are reminded that they have an ongoing obligation to assist affiliated vehicle owners and drivers in understanding the TLC's rules, and must disseminate information to them timely concerning TLC licensing and other procedures. **The reverse side of this Industry Notice contains a flier that you must post in your base or distribute to your affiliated vehicle owners.**

IMPORTANT NOTICE

FOR ALL FOR-HIRE VEHICLE OWNERS

Effective February 27, 2002

NEW, TRANSFER AND RENEWAL FHV AND PARATRANSIT VEHICLE APPLICATIONS WILL NOT BE ACCEPTED WITHOUT AN APPOINTMENT

YOU MUST MAKE YOUR APPOINTMENT THROUGH YOUR BASE.

DO NOT GO TO LONG ISLAND CITY WITHOUT AN APPOINTMENT.

CONTACT YOUR BASE FOR MORE INFORMATION OR CALL (212) NYC-TAXI.

(DRIVER'S LICENSE TRANSACTIONS WILL STILL BE ACCEPTED WITHOUT AN APPOINTMENT)