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UPDATE: Smartphone Use to Arrange For-Hire Transportation in TLC-Regulated Industries

The TLC is dedicated to improving access to safe and plentiful taxi and for-hire vehicle service, and embraces new technologies that prove effective in achieving its goals. In recent years, smartphone applications (apps) designed to connect passengers with taxicabs and for-hire vehicles have generated excitement as well as numerous questions from passengers, TLC Licensees, and smartphone app developers about what is permitted under TLC's Rules. In 2011, the TLC issued [Industry Notice 11-16](#) to respond to requests for clarification on whether TLC licensure of apps is required.

The TLC wishes to further clarify to the public and to its licensees how new programs such as the E-Hail Pilot and the Street Hail Livery program affect how passengers can use apps to arrange transportation with TLC-licensed bases and drivers. This information will be maintained on TLC's website at the following link moving forward:

http://www.nyc.gov/html/tlc/html/industry/smartphone_apps.shtml

At present, passengers can arrange rides using smartphone apps in both yellow medallion taxicabs and For-Hire Vehicles (FHVs) — a category of for-hire service which includes Black Cars, Livery or Community Car Services, luxury limousines, and the new apple-green Street Hail Liveries (SHLs). Each of these types of vehicles has its own set of guidelines pertaining to app usage, which are described in more detail on the webpage above.