



## **IMPORTANT UPDATE ON DISPATCHING NON-AFFILIATED VEHICLES**

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The New York City Taxi and Limousine Commission (TLC) needs to be able to identify the vehicle operator in each trip provided by one of its licensed vehicles. For vehicles with in-vehicle technology (Yellow Taxis and Street Hail Liveries), TLC does this through TPEP and LPEP electronic trip records. For for-hire vehicles (FHV) without that technology, the TLC can typically identify the operator by finding the vehicle's license plate number in TLC records, determining the FHV base with which it is affiliated, and reviewing that base's dispatch records. FHV bases are permitted under TLC rules to dispatch non-affiliated vehicles of different classes so long as the passenger is notified. At present there is no requirement that the base with which the vehicle is actually affiliated be notified of this dispatch and there is no prohibition on cross-class dispatches (e.g., a Black Car base dispatching a Livery vehicle). It has, however, been the longstanding general practice in the FHV industry for bases not to dispatch vehicles across classes and to dispatch another base's vehicles only with the consent of the vehicle's affiliated base. TLC has recently received multiple reports, and has confirmed through its own operations, that mobile dispatching technologies are facilitating cross-class dispatches and are dispatching other bases' affiliated vehicles without notification of the vehicle's affiliated base.

TLC has a commitment to ensuring that its licensed drivers are the safest on the road and that passengers of New York City's for-hire transportation services have a viable avenue for redress of consumer complaints, including overcharges and refusals, while promoting consumer choice and innovative technology. To accomplish this, the TLC must tighten its rules governing dispatch of an FHV so that TLC can identify drivers who are behaving unsafely or violating consumer protection rules. The proposed rules will require a base dispatching a vehicle affiliated with another base to provide the trip record of the dispatched trip to the vehicle's affiliated base. Transferring trip records will enable the TLC to accurately identify the driver of an FHV on any particular trip, which is necessary for safety, enforcement, and ensuring consumer protection.

Additionally, a passenger is entitled to a binding fare quote on a Livery trip but not on a Black Car trip. To eliminate confusion over fare structure when the base of one vehicle class dispatches a vehicle of another, the proposed emergency rules will also limit the vehicles to which a base may dispatch to vehicles of the same class as the base dispatching the vehicle. For example, a Black Car base may only dispatch to vehicles affiliated with other Black Car bases.

The emergency rules are scheduled for Commission action on August 7, 2014 and upon approval remain in effect until the earliest of the adoption of permanent rules or 120 days.