

LIVERY PASSENGER'S BILL OF RIGHTS

**YOU MUST CALL A CAR SERVICE TO
TAKE THIS CAR. STREET HAILS ARE
NOT ALLOWED.**

**Call 311 to contact the TLC with any
compliments or complaints about
your ride.**



Michael R. Bloomberg
Mayor

**Taxi & Limousine
Commission**

David Yassky
Commissioner/Chairman

You have the right to:

1. Ride in a car that is clean, in good condition, and has passed all required inspections
2. Working seat belts for all passengers-please use them!
3. Be driven by a TLC-licensed driver in good standing, with his/her TLC driver's license on display
4. A safe and courteous driver who obeys all traffic laws
5. A quiet trip, free of horn-honking and audio/radio noise
6. Receive a fare quote from the dispatcher and pay that amount for your ride (unless you change the trip)
7. A driver who does not use a cell phone while driving (hands-free phones are not permitted)
8. A smoke and scent free ride
9. Air-conditioning or heat on request
10. Not share a ride, unless you want to
11. Be accompanied by a service animal
12. Decline to tip for poor service