

LIVERY PASSENGER'S BILL OF RIGHTS

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

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



**Taxi & Limousine
Commission**
David Yassky
Commissioner/Chair

You have the right to:

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