

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

Matthew W. Daus
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. 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 noise;
5. Receive a trip 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.