



Passenger Bill of Rights

March 18, 2010

Protecting Passengers and Informing the Public

- Taxicab Passenger Bill of Rights was first created by TLC in the 1990's
- Legislation was passed mandating similar Bills of Rights for Livery Vehicles and Commuter Vans
- The Luxury Limousine, Black Car, and Paratransit industries have consumer protections but no official Bill of Rights

Why a Bill of Rights?

- Easy way to summarize complex concepts or laws found in many different places in our rules
- Easy to understand for drivers and passengers
- Posted in the vehicle so all passengers can see it

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.

NYC Michael R. Bloomberg Mayor
Taxi & Limousine Commission Matthew M. Dineo 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 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.

NYC Administrative Code §19-537

- Creates a Passenger Bill of Rights requirement for Taxicabs, Liveries and Commuter Vans
- Specifies the elements to be included
- Takes effect in February 2010
- Taxicabs and Liveries already have decals posted but Commuter Vans do not

Rights for All Passengers

- A vehicle that is in good condition and has passed all inspections
 - Vehicle is clean
 - A properly licensed driver with their credentials displayed
 - A safe and courteous driver that obeys all traffic laws
 - Air Conditioning or heat on request
 - Working seatbelts
 - Quiet trip without radio, music, or horn honking
 - Clean air without smoke or incense
 - Driver does not use cell phone while driving
 - The right to not tip for poor service
 - The right to be accompanied by a service animal
- and
- A statement on where and how to file complaints or complements

Rights for Taxicab Passengers



- Medallion Taxi BOR adds:
 - The right to pay via credit or debit card
 - The right to go to any destination in NYC, Nassau, Westchester, or Newark Airport
 - To direct the route taken
 - A driver that speaks English and is familiar with City geography

Rights for Livery Passengers

- Livery Bill of Rights adds:
 - Pay a pre-approved fare quoted by the dispatcher



Rights for Commuter Van Passengers



- Commuter Van BOR adds:
 - A knowledgeable driver that is familiar with the areas the van is authorized to provide service in

Next Steps



- Commission Action
- Bill of Rights distribution for Commuter Vans
- Consideration of expansion to other industries



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