

Taxi Info for Boro Taxis

Section 1: Boro Taxi Service Area

- You can hail a Boro Taxi in Northern Manhattan (north of East 96th St or West 110th St), Brooklyn, the Bronx, Queens (excluding JFK and LGA airports), and Staten Island.
- Boro Taxis are not available for hails or prearranged calls in the Manhattan Central Business District (south of East 96th St or West 110th St) but you can be dropped off at these locations.
- Boro Taxis can only pick up customers from JFK and LGA airports by calling a car service ahead of time – not by hails.

Section 2: Fare Information

For Street hail trips:

- On-screen rate is 'Rate #01 – Standard City Rate'.
- The initial charge is \$2.50.
- Plus 50 cents per 1/5 mile or 50 cents per 60 seconds in slow traffic or when the vehicle is stopped.
- There is a 50 cent State Surcharge for all trips that end in New York City or the counties of Nassau, Suffolk, Westchester, Rockland, Dutchess, Orange or Putnam.
- There is a 50 cent surcharge from 8pm to 6am daily.
- There is a surcharge of \$1 from 4pm to 8pm on weekdays excluding holidays.
- Passenger must pay all bridge and tunnel tolls.
- Your receipt will show your total fare including tolls. Please take your receipt.
- The driver is not required to accept bills over \$20.
- Please feel free to tip for good service.
- There are no charges for extra passengers or bags.

For Prearranged Trips:

- Fares for prearranged trips in a boro taxi will be determined by the car service you call and agreed upon by you before the trip begins.

Toll Information

- Street Hail Trips
 - The passenger is responsible for paying all bridge and tunnel tolls.
- Prearranged Trips
 - The fare quoted from the car service may or may not include the price of tolls. Please be sure to ask the dispatcher if tolls are included in the quoted fare.
- Use of E-ZPass

- A driver must use an E-ZPass when taking a toll bridge or tunnel and must pass the discounted toll amount to you. The amount of the toll will be added to the fare at the end of the trip. The use of E-ZPass is required for both street hail trips and prearranged trips.
- Round trip tolls
 - Street Hail Trips:
 - Passengers must pay all tolls to and from destinations in Westchester and Nassau Counties.
 - Passengers must pay return tolls for trips over the Cross Bay Veterans, and Marine Parkway-Gil Hodges Memorial Bridges.
 - Passengers must pay for all tolls to and from Newark Airport.
 - Prearranged Trips:
 - Fare quoted from the car service may or may not include the price of tolls. Please make sure to ask the dispatcher if tolls are included in the quoted fare.

Section 3: Paying with Credit/Debit Cards

- You can pay for any trip in a Boro Taxi with cash or credit/debit card.
- There are no fees (surcharges) if you pay with your credit/debit card for street hail trips. If your trip is prearranged, the car service may charge you an additional fee if you are paying with a credit/debit card.

Section 4: Passenger Bill of Rights

- As a boro taxi rider you have a right to:
 - Ride in a car that is clean, in good condition, and has passed all required inspections.
 - Be driven by a TLC-licensed driver in good standing whose license is clearly displayed, obeys all traffic laws, and does not use a cell phone while driving.
 - Pay metered fare for trips that start on the street, with the option to pay for your ride with a credit or debit card.
 - Received the discounted E-Z Pass rate at all toll crossings that accept it.
 - Receive a fare quote for call-ahead trips and pay that amount for your ride (unless the trip changes).
 - A quiet trip, free of horn-honking and audio/radio noise.
 - Direct the route taken: the most direct route or a route you choose.
 - Air conditioning or heat on request and clean air that is smoke and scent free.
 - Working seatbelts for all passengers – please use them!
 - Not share a ride, unless you want to.
 - Be accompanied by a service animal.
 - Decline to tip for poor service.

- Request a wheelchair-accessible vehicle and be provided with equivalent service.

Section 5: Airport Trips

LaGuardia Airport

- **Street Hail Trips to LaGuardia Airport:**
 - Passenger pays a metered fare.
 - On-screen rate is 'Rate #01 – Standard City Rate'.
 - The initial charge is \$2.50.
 - Plus 50 cents per 1/5 mile or 50 cents per 60 seconds in slow traffic or when the vehicle is stopped. Plus tolls, surcharges, extras and as an option, tips.
 - There is a 50 cent State Surcharge for all trips ending in New York City or Nassau, Suffolk, Westchester, Rockland, Dutchess, Orange or Putnam County.
 - There is a 50 cent surcharge from 8pm to 6am daily.
 - There is a surcharge of \$1 from 4pm to 8pm on weekdays excluding holidays.
- **Prearranged Trips To and Leaving From LaGuardia Airport:**
 - Boro taxis may make prearranged trips to and from LaGuardia airport. Hailing a Boro Taxi at LaGuardia Airport is NOT permitted.
 - Fares will be determined by the car service and agreed upon by you before the trip begins.

JFK Airport

- **Street Hail Trips to JFK from locations north of East 96th Street and West 110th Street in Manhattan:**
 - Passengers pay a flat fare of \$52 plus tolls and 50 cent MTA tax. On-screen rate is 'Rate #02 – JFK Airport'.
 - Passenger is responsible for paying all tolls.
- **Street Hail Trips to JFK from The Bronx, Brooklyn, Queens and Staten Island:**
 - Passengers pay a metered fare.
 - On-screen rate is 'Rate #01 – Standard City Rate'.
 - The initial charge is \$2.50.
 - Plus 50 cents per 1/5 mile or 50 cents per 60 seconds in slow traffic or when the vehicle is stopped. Plus tolls, surcharges, extras and as an option, tips.
 - There is a 50 cent State Surcharge for all trips ending in New York City or Nassau, Suffolk, Westchester, Rockland, Dutchess, Orange or Putnam County.
 - There is a 50 cent surcharge from 8pm to 6am daily.
 - There is a surcharge of \$1 from 4pm to 8pm on weekdays excluding holidays.
- **Prearranged Trips To and Leaving From JFK Airport**

- Boro taxis may make prearranged trips to and from JFK airport. Hailing a Boro Taxi at JFK Airport is NOT permitted.
- Fares will be determined by the car service and agreed upon by the passenger before the trip begins.

Newark Airport

- **Street Hail Trips to Newark Airport:**
 - You pay a metered fare with an initial charge of \$20 (\$17.50 Newark Surcharge plus initial charge in city limit) plus the mileage/time charges plus all roundtrip tolls. On-screen rate is 'Rate #03 – Newark Airport.' Tips are optional.
- **Prearranged Trips To and From Newark Airport**
 - Boro taxis may not make hail or prearranged trips from Newark Airport, but they can make a prearranged trip to Newark Airport.

Section 6: Out of Town Trips:

- The fare for out of town trips made through prearrangement will be determined by the car service you call.
- The fare for out of town trips started by street hail will be the following:

Westchester & Nassau Counties:

- The fare is the metered amount to City Limit 'Rate Code #01 – Standard City' plus double the metered amount from the City limit to your destination plus roundtrip tolls and MTA tax. Once the taxi goes beyond the city limit to Nassau or Westchester, the On-screen rate message should read 'Rate #04 – Out of City Rate to Nassau or Westchester'. Additionally, a message should appear on screen alerting the passenger of the rate change. Tips are optional.

Other Points Outside the City:

- The driver may choose whether to take such trips. The fare will be a Flat Rate negotiated between the Driver and Passenger plus the MTA Tax must be added to the Flat Rate for any trip that ends in the following: Counties of Dutchess, Orange, Putnam, Rockland or Suffolk. The On-screen rate message should read 'Rate #05 – Out of City Negotiated Flat Rate'. Tips are optional.

Section 7: Contact the TLC

Lost Property, Questions, Comments, Complaints...

- Contact 311
- Out of Town call 212 New York
- www.nyc.gov/taxi