



**Taxi & Limousine
Commission**

Guide to understanding the Street Hail Livery (SHL)
Service Rules and Requirement 2016



The information in this guide highlights some of the rules and requirements of the **Street Hail Livery (SHL) Service**.

For a complete copy of the SHL rules please visit our website at www.nyc.gov/tlc where you can also download applications, make appointments for the processing of vehicle applications, download a list of current licensees and many other items. You may also come in person at: 31-00 47th Avenue, 3rd Floor, LIC, NY 11101 or contact our call Center at 718-391-5501 for information.

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Benefits of the new service to NYC Residents

- **Set Fares:** Fares, determined in a livery street-hail pickup by haggling between the driver and the passenger (who is often uncomfortable with this arrangement), are not metered or otherwise regulated and leave passengers vulnerable to over-charging.
- **Safety and Security:** Licensed livery vehicles can be difficult for street hail passengers to distinguish from unlicensed vehicles. Many passengers seeking to hail a livery on the street are exposed, without their knowledge, to uninsured and possibly unsafe vehicles and to drivers with unknown safety records.
- **Convenience and Customer Service:** Most livery vehicles have no GPS locator, which can make it hard to help street-hail passengers recover lost property. Most livery vehicles do not offer passengers the convenience of paying by debit or credit card, an extremely popular feature among yellow taxi passengers.
- **Wheelchair Access:** Only a minute fraction of existing livery vehicles are accessible to wheelchair users. Although there are currently TLC rules in place that require the for-hire industry to provide service to wheelchair users, the service currently available is insufficient to meet wheelchair users' mobility needs.

- there are currently TLC rules in place that require the for-hire

The TLC has made some changes to the way the SHL Permits will be issued. All Non-Wheelchair Accessible Street Hail Livery Permits issued in the second issuance period, which begins in August of 2014, will be sold as “**Convertible (Non-Wheelchair Accessible) SHL Permits**” (**Convertible SHL Permits**). The TLC will be randomly selecting a minimum of 1,500 of the 4,800 Convertible SHL Permits issued for permanent conversion to a Wheelchair Accessible SHL (WAV SHL) Permit once the second issuance period ends.

If the Convertible SHL Permit you purchased is selected to be permanently converted to a Wheelchair Accessible SHL Permit (WAV SHL) your permit type will be permanently changed to a Wheelchair Accessible Permit in our systems and you will be required, at the designated time, to replace any Non-Wheelchair Accessible Vehicle you have affiliated to the permit with a wheelchair accessible vehicle. You will only be allowed to affiliate a Wheelchair Accessible Vehicle to the permit from that day forward.

You will not be required to convert to a Wheelchair Accessible Vehicle before the first renewal of your permit which is three (3) years from the date of purchase.

You can purchase either a Convertible Non-Wheelchair Accessible Street Hail Livery Permit (SHL) or a Wheelchair Accessible Street Hail Livery (SHL) Permit. Regardless of which permit you decide to purchase, all SHL's will have to be affiliated with a Base that has an SHL Base Endorsement. The SHL Permit is separate from the vehicle license. You must still license, upfit and Hack-Up a vehicle to be used as a Street Hail Livery.

The TLC is now accepting appointment requests for the Street Hail Livery (SHL) Permits that can be sold in Year two (2). Permits will continue to be issued on a first come, first served appointment basis. The license fee for permits issued in Year two (2) is \$3,000.00 for either a Wheelchair Accessible or a Convertible Non-Wheelchair Accessible permit.

Please visit our website at www.nyc.gov/tlc/shl.

Convertible Non- Wheelchair Accessible (Non-WAV) Street Hail Livery Permits:

The license fee in Year Two (2) will be \$3,000 and is valid for 3 years.
The license fee in Year Three (3) will be \$4,500 and is valid for 3 years.

In addition, there is a fee of \$540.00 for six (6) required inspections.

Any vehicle that will be attached to the SHL Permit must be properly licensed, have all the equipment needed to meet the TLC's requirements to operate as an SHL and be inspected and hacked-up at our Woodside facility before it can go into operation.

1. New equipment will be required – a GPS unit, credit card machine, taximeter, and roof light.
2. Approximate cost for converting your vehicle to a Street hail livery vehicle is \$2,000 - \$3,000.

Wheelchair-Accessible (WAV) Street Hail Livery (SHL) Permits:

The license fee in Year (2) is \$3,000 and is valid for 3 years.
The license fee in Year (3) is \$4,500 and is valid for 3 years.

In addition, there is a fee of \$540.00 for six (6) required inspections.

To assist with the cost of purchasing an Accessible Street Hail Livery, or converting your vehicle into an accessible street hail livery, the City will also be issuing grants of up to \$30,000, and the state will give a tax credit of up to \$10,000.

Requirements & cost for accessible Street hail livery vehicle:

1. New color and equipment will be required – a GPS unit, credit card machine, taximeter, and roof light.
2. Conversion or purchase of a wheelchair accessible vehicle that is approved under the TLC rules.

Approximated cost for conversion is between \$10,000 to \$15,000.

Only 450 Street Hail Livery Base endorsements may be current at any one time. The base has certain responsibilities such as ensuring their Street Hail Livery vehicles and drivers comply with TLC rules including the transmission of the 50 cent MTA surcharge on each hail ride to the State Department of Tax and Finance.

Frequently Asked Questions

- 1. Is it mandatory to be affiliated with a Base?** Yes, all Street Hail Livery (SHL) vehicles must be affiliated to a SHL Endorsed Base. The Base must have an SHL endorsement to affiliate street hail livery vehicles.
- 2. How much does a Street Hail Livery (SHL) Base Endorsement cost? How often do I need to renew it?** The SHL Base Endorsement will cost \$3,000, and it needs to be renewed every three (3) years.
- 3. What defines a Base as being in “good standing”?** Not owing any money to the NYC TLC and the NYC Department of Finance, and not having any open unpaid summonses or suspensions.
- 4. How does the point system work for base owners?** The point system would work exactly as it works today: Street Hail Livery bases will only get points when they dispatch a driver or vehicle that is not licensed or is suspended, when they change locations without telling the TLC, when TLC reduces their bond for not paying fines, or when a vehicle owner gets four points on their TLC license.
- 5. What are the rules regarding Base Transfers?** Under State Law, Street Hail Livery (SHL) Base Endorsements are non-transferrable.
- 6. Is the Base responsible for drivers who do street hails without the appropriate licensing?** Yes, the Base and the driver are both responsible for meeting the appropriate requirements.
- 7. What is the Base responsible for?** The Base must ensure that all SHL vehicles meet the new TLC requirements.
- 8. What happens if I do not want my Base to be part of the program anymore?** You would have to surrender your SHL Base Endorsement to TLC, unaffiliate any Street Hail Livery permit attached and unaffiliate any Street Hail Livery vehicles (unless they choose to convert to regular for-hire vehicles).
- 9. What will happen to Street Hail Livery Endorsed Bases that operate while they are suspended?** They can be fined and can also lose their license.
- 10. Does the Base get a refund for surrendering the SHL Base Endorsement?** No, all fees are non-refundable.
- 11. What happens to the vehicles that are SHL upfitted after I surrender the SHL Base Endorsement?** The vehicle owners would have to transfer to another Base that has a SHL Base Endorsement or the vehicles would have to be reverted to a regular for-hire vehicle.
- 12. Can I withhold cash payments to a driver, if he/she failed to pay the MTA Taxes?** Yes, you as the Base owner can withhold cash payments to the driver if they failed to pay the MTA fees. **Are MTA taxes collected on dispatched trips by Street Hail Livery (SHL) vehicles?** No, 0.50 cent tax is only collected on street hail trips.
- 13. Am I responsible for a vehicle that does street hail even after he/she has been removed from the Base?** No, the Base is not responsible for what a vehicle does after it has been removed from the Base. However, you must notify the TLC of all changes and these changes must have been processed by the TLC before the activity occurred.

- 14. I am the owner of a Paratransit Base; can I have a SHL Permit affiliated to my Base if I have a SHL Base Endorsement?** Yes, you can have both non-WAV and WAV SHL Permits affiliated to your Base.
- 15. I own a Base. What do I need to do to get a SHL Endorsement?** You would need to file an application for the Base Endorsement.
- 16. Where do I obtain a SHL Base Endorsement application?** To obtain an application, please visit our TLC website at www.nyc.gov/tlc/shl.
- 17. Do I need to request an appointment to submit my SHL Base Endorsement application?** Yes. You can request an appointment through the TLC website at: SHLBase@tlc.nyc.gov.
- 18. Can I dispatch a Street Hail Livery (SHL) to the airport?** Yes, a SHL can pick-up prearranged trips at the airport but not street hails.
- 19. Can I dispatch a Street Hail Livery (SHL) to a pick-up in Midtown Manhattan?** No, a SHL can only respond to dispatch trips in Manhattan North of W 110th and E 96th streets and in the other boroughs.



Bases are responsible for ensuring that TLC drivers or vehicle owners meet all TLC requirements before dispatching them. If any driver or vehicle fails to meet one of these requirements they can not be dispatched under any circumstance.

Licensed TLC Drivers

TLC drivers must have these items in their vehicle:

- A valid and current TLC driver's license
- A valid and current Chauffeur DMV driver's license

Licensed vehicles

All FHV and SHL vehicles must have the following requirements: (If they do not meet these requirements, they must not be dispatched)

- Valid and current registration
- Valid and current insurance
- Valid and current TLC plates

In addition to the vehicle requirements above, All SHL vehicles must contain the following:

- *Apple Green*. The exterior of the vehicle must be painted Apple Green (paint codes Dupont – GS028 or PPG – 502757 or similar), except for the trim. Samples of paint color and code are to be submitted to the Chair for approval if not those specified.

*****Once the vehicle has been painted green, the vehicle owner will need to go to the Department of Motor Vehicle (DMV) with proof of Color Change (receipt from the auto body shop where the car was painted), proof of Ownership and Current Registration and Title.**

- A roof light
- Street hail livery number on the front and rear of the roof light
- Rate of fare decals both sides of rear doors and "T" decal - Please see page 10 for more information.
- No Hail Zone Decal (for more information, please visit our website at www.nyc.gov/tlc/shl)*
- Vision Zero Safety Decals(Turning Safety Reminder Sticker)*
- Rate card
- Taximeter
- Partition and/or camera
- Credit card machine
- Passenger bill of rights
- A New York City five (5) borough indexed street map
- Livery Passenger Enhancement Program (LPEP)
- EZ pass tag
- Copy of certificate for Wheelchair accessible training (for wheelchair accessible drivers only)



*For additional information on where to place No Hail Zone & Vision Zero Safety Decals on your vehicle, visit our website at: www.nyc.gov/tlc.

A Street Hail Livery Permit is a permit that allows drivers and owners of livery vehicles to provide street hail service in the neighborhoods outside of the business district of Manhattan. TLC Drivers and vehicle owners that are interested in purchasing a Street Hail Livery Permit (SHL) will have the option of purchasing one of two types of Street Hail Livery Permits

A Street Hail Livery Permit is required in order to Hack-Up a vehicle to operate as Street Hail Livery. This permit allows licensed TLC drivers to use their vehicle to pick up street hails in the areas designated by the TLC.

IMPORTANT NOTE: All Street Hail Livery (SHL) Permits MUST be affiliated with a Base that holds a Street Hail Livery Base Endorsement. The Base will need to schedule an appointment to affiliate the SHL Permit holder to the Base via the Vehicle Appointment / Inspection Request Form on our website at:

www.nyc.gov/tlcappointment. On the day of your appointment, you will need to bring your Appointment Confirmation as well as a completed **"AFFILIATION FORM TO ATTACH A SHL PERMIT TO A SHL BASE."** This Form can be found on our website at: www.nyc.gov/tlc/shl as part of the **"STREET HAIL LIVERY PERMIT APPLICATION REQUIREMENTS AND CHECKLIST."** **Incomplete applications will NOT be accepted.**

If the permit applicant/owner does not want to appear at the TLC in person, they may choose someone to come to the TLC for them by filling out the Street Hail Livery Permit Power of Attorney which can be downloaded at www.nyc.gov/tlc/shl.

Frequently Asked Questions

1. What is the cost for the Street Hail Livery (SHL) Permit?

During the second year, the SHL Permit will cost \$3,000; and during the third year and after, the SHL Permit will cost \$4,500. The Street Hail Livery Permit will be valid for three (3) years. In addition, there is a fee of \$540.00 for six (6) required inspections.

2. How many types of permits are available for purchase?

There are two (2) types of permits available for purchase, a Convertible Non-Wheelchair Accessible SHL Permit and a Wheelchair Accessible SHL Permit.

3. What is a Convertible Non-Wheelchair Accessible Street Hail Livery Permit (Convertible SHL Permits)?

A Convertible SHL Permit is a permit that, when first purchased, may have either a non-wheelchair accessible vehicle or a wheelchair accessible vehicle affiliated to the permit. The choice as to which vehicle to affiliate\attach to the permit is at the option of the purchaser. The Taxi and Limousine Commission will be randomly selecting a minimum of 1,500 of the 4,800 Convertible SHL Permits issued in the second issuance period for permanent conversion to a Wheelchair Accessible SHL (WAV SHL) Permit once the second issuance period ends. You will be notified if your permit has been selected for conversion with instructions as to what will be required. You will not be required to convert to a wheelchair accessible vehicle before the first renewal of your permit (three years from the date of purchase).

4. What happens if my Convertible Non-WAV SHL Permit is randomly selected?

If the Convertible SHL Permit you purchased is selected to be permanently converted to a Wheelchair Accessible SHL Permit (WAV SHL) your permit type will be permanently changed to a wheelchair accessible permit in our systems and you will be required, at the designated time, to replace any Non-wheelchair accessible vehicle you have affiliated to the permit with a Wheelchair Accessible Vehicle. You will only be allowed to affiliate\attach a Wheelchair Accessible Vehicle to the permit from that day forward.

5. How long will I have to convert my vehicle from the date of purchase if my Convertible Non-WAV SHL Permit is selected?

You will not be required to convert to a wheelchair accessible vehicle before the first renewal of your permit (three years from the date of purchase). Once you are notified that you must convert the TLC will give you a time frame by which you must comply.

- 6. What permits are eligible for grant funding?**
Wheelchair Accessible SHL Permits are eligible for grant funding. Convertible Non-Wheelchair Accessible Permits can apply for grant funding only after they are selected by the Taxi and Limousine Commission to be permanently converted to a Wheelchair Accessible SHL Permit.
- 7. Can I purchase more than one (1) Convertible WAV SHL Permit?**
After your conversion date, you will be eligible to purchase up to four additional Wheelchair Accessible SHL Permits if you choose to do so and they are available.
- 8. I already have a vehicle licensed with the TLC, where can I buy a Street Hail Livery Permit so that I can operate as a SHL licensee?** You can buy a Street Hail Livery Permit from the TLC. Please download the checklist, instructions and application from our TLC website at: www.nyc.gov/tlc/shl.
- 9. What happens if TLC sells all 6,000 permits?** If all 6,000 permits are sold per year, we will create a waiting list for those interested in the next batch of permits.
- 10. To whom are the permits transferrable to?** Street Hail Livery Permits are transferable to another TLC driver or vehicle owner who is in good standing with the TLC and does not already own a Street Hail Livery Permit.
- 11. How many SHL Permits can I purchase?** An Individual can buy one (1) Convertible Non-Wheelchair Accessible SHL permit or up to five (5) Wheelchair Accessible SHL permits.
A corporation can buy one (1) non-wheelchair accessible SHL permit or up to five (5) Wheelchair Accessible SHL permits. If the corporation you are with purchases either one (1) Convertible Non-Wheelchair Accessible SHL permit or five (5) Wheelchair Accessible SHL permits then you cannot purchase any permits as an individual owner unless you remove yourself from the corporation.
If you are randomly selected to have your vehicle converted to a SHL Wheelchair Accessible Vehicle (WAV) Permit, you will be eligible, on the conversion date, to: (1) purchase up to four (4) additional WAV SHL Permits if you choose to do so and they are available (2) apply for any grant funds available at that time for the vehicle that will be affiliated / attached to either the converted WAV SHL Permit and any other WAV SHL Permit you purchase – after the permit has been permanently converted.
- 12. Where can I get an application for a Street Hail Livery (SHL) Permit?** You can download the application from the TLC website at: www.nyc.gov/tlc/shl.
- 13. Where do I go to request an appointment to file my SHL Permit application?** You can request an appointment through the TLC website at: www.nyc.gov/tlcselfscheduling.
- 14. What happens if I decide that I do not want to participate in the program anymore? Do I have to revert my vehicle back to regular TLC Driver?** Yes, you would have to revert your vehicle back to a regular TLC Driver. You will have thirty (30) days to comply with that requirement.
- 15. Can I have a vehicle with a TLC Driver license and another one with a Street Hail Livery (SHL) Permit?**
Yes, you can have a vehicle with a TLC Driver license and another one with the SHL permit.
- 16. Can I have a Street Hail Livery (SHL) vehicle affiliated to the SHL permit do street hails and be dispatched?**
Yes, a SHL vehicle affiliated to the SHL Permit can do street hails and be dispatched.
- 17. I want to participate in the Street Hail Livery (SHL) program but my Base does not have the SHL Endorsement, what should I do?** You will need to find a Base with a SHL Endorsement if you wish to participate in the program.
- 18. How many times in a year do I have to have my Street Hail Livery (SHL) vehicle inspected by the TLC?** Vehicles must undergo complete inspections twice a year at the TLC's Woodside facility. DMV inspections at a private auto shop will not be allowed.

19. **Is it true that TLC can do an on spot inspection for Street Hail Livery (SHL)?** Yes, the TLC or any agency authorized by law can perform an on spot inspection.
20. **What is the authorized service area?** Hails – above E 96th and W 110th streets in Manhattan and boroughs (no airports). Dispatch – above E 96th and W 110th streets in Manhattan and boroughs and airports.

A Street Hail Livery (SHL) vehicle is a commission-licensed, For Hire Vehicle that is authorized to accept passengers by hail on the street, in the authorized hail service zone and the outer boroughs. This vehicle requires affiliation to an SHL Permit.

If the vehicle owner does not want to appear at the TLC in person, they may choose someone to come to the TLC for them by filling out the Street Hail Livery Power of Attorney Form which can be downloaded at www.nyc.gov/tlc/shl.

Vehicle Specification requirements

All SHL vehicles must have or be equipped with the following:

| Outside | Inside |
|---|--|
| A roof light | TLC license in the appropriate frame |
| Street Hail livery number on the front and rear of the roof light | |
| Rate of fare decals both sides of the rear doors and "T" decals | Rate card beside the TLC license frame |
| No Hail Zone Decals | Passenger Bill of Rights |
| Base markings | A New York City five (5) borough indexed street map |
| Trouble light | Street Hail Technology System (LPEP) |
| <i>Apple Green</i> The exterior of the vehicle must be painted Apple Green (paint codes Dupont – GS028 or PPG – 502757 or similar), except for the trim. Samples of paint color and code are to be submitted to the Chair for approval if not those specified. | A partition if not using a camera |
| | Camera authorized by TLC |
| | A taximeter with decal |
| | Copy of certificate for wheel-chair accessible training (only for licensees driving an accessible vehicle) |
| | An EZ pass tag |
| | Credit Card Machine (LPEP) |
| | Vision Zero Safety Decals(Turning Safety Reminder Sticker) - inside of front windshield, center behind rearview mirror |

Frequently Asked Questions

- 1. Can I use my current TLC livery taxi for this Street Hail Livery (SHL) plan?** Yes, however you must have your vehicle converted for the program.
- 2. What is the cost to have my vehicle converted?** The approximate cost for converting your vehicle to a Street Hail Livery is \$2000 - \$3000.
- 3. What if I want to buy a Wheel-chair Accessible Street Hail Livery (SHL) vehicle or convert my vehicle into an Accessible Street Hail Livery Vehicle?** The City of New York will issue grants up to \$15,000 to Wheelchair Accessible Vehicle (WAV) SHL Permit holders to aid in the purchase of or upfit of a wheelchair accessible vehicle (WAV). Each WAV SHL Permit holder may apply for a grant to receive up to \$15,000. Only one grant per permit or vehicle identification number (VIN) is allowed.
- 4. Can I lease the vehicle/and or the Street Hail Livery (SHL) Permit?** Yes, if you own a SHL Permit, you can lease it out to someone that owns a vehicle and wants to become a SHL vehicle owner as long as the vehicle is properly equipped and meets TLC requirements. If you own a SHL Permit and a vehicle, you can lease out both to someone who wants to drive an SHL vehicle.

5. **How many Street Hail Livery (SHL) Permits are available?** There are 6,000 Permits available per year. If all Permits are sold, TLC will create a waiting list for those interested in the next batch of Permits.
6. **How do I Hack-Up my vehicle into a Street Hail Livery (SHL)?** Hack-up is the name for the process of converting your For-Hire Vehicle into a Street Hail Livery. After you have purchased and received your Street Hail Livery permit, you will have 90 days (or 180 days if it is a Wheelchair-Accessible Street Hail Livery) to Hack-Up a vehicle and affiliate it with your Street Hail Livery Permit. Please note that Convertible Non-Wheelchair Accessible Permits also have only 90 days to hack-up a vehicle and affiliate it to the permit. You can Hack-Up any vehicle, regardless of age or the number of miles it has been driven, to be a Street Hail Livery as long as it has the required equipment (taximeter, GPS, rooflight, credit/debit card machine, etc.) and passes our safety and emissions inspection.
- A permit holder can apply for one extension provided that they submit an application for consideration PRIOR to their in service requirement date (90 or 180 days from permit issuance). There will only be one (1) extension granted per permit to place a vehicle in service. If the extension is granted, based upon the application and documents submitted, it will be for a MAXIMUM of thirty (30) days only. No additional extensions will be granted.
- Below is a list of the different businesses you can go to have your vehicle hacked-up as a street hail livery.
7. **What is the required color for your Street Hail Livery (SHL) vehicle?** The official color for the Street Hail Livery is **Apple Green**. The exterior of the vehicle must be painted Apple Green (paint codes Dupont – GS028 or PPG – 502757 or similar), except for the trim or wrap the street hail livery in vinyl wrap that matches the official color code. Samples of paint color and code are to be submitted to the Chair for approval if not those specified.
8. **Where can I buy the required LPEP system?** Technology Service Providers (TSPs) are companies that can sell you an LPEP system. LPEP is the name we give to the technology package you'll have to install in your street hail livery. This technology package consists of a credit card machine, a GPS unit, a driver screen, and a passenger screen (the passenger screen is optional). This system will be linked with your taximeter and roof light.
9. **Where can I buy a taximeter and rooflight?** For a list of metershops, visit our website at: http://www.nyc.gov/html/tlc/html/industry/current_licensees.shtml The list contains the phone number and address for taximeter shops that are licensed by the TLC and are available to install a taximeter and roof light for your street hail livery. Feel free to call each and shop around for the best price.

10. Where can I buy the required logos for the exterior of the vehicle and the Boro Taxi Bill of Rights?

(The Bill of Rights is only needed if you do not have a screen installed in the back for the passenger). The list below contains the phone number and address (if they are located in New York State) for print shops that are authorized by us to sell the required street hail livery logos. If you do not have a passenger screen in the back of your vehicle (as part of the technology package), you will need to buy a Boro Taxi Bill of Rights. Feel free to call each and shop around for the best price.

| Name of Print Shop | Building | Street | City | Zip Code | Phone Number |
|-------------------------------------|-----------------|------------------------|------------------|-----------------|---------------------|
| Taxicab Partitions, Inc. | 14-15 | Inwood Avenue | Bronx | 10452 | 718-538-7272 |
| American Taximeter & Communications | 21-46 | 44 th Drive | Long Island City | 11101 | 718-937-4600 |
| Downtown Taximeter Shop Inc. | 609 | West 47th Street | Manhattan | 10036 | 212-757-3198 |
| Oldee Taxi Instruments, Corp. | 24-50 | 47th Street | Astoria | 11103 | 718-482-6533 |
| Decal Techniques | 25 | Mahaw Street | Babylon | 11704 | 800-735-3322 |
| DMP Company, Inc. | 447 | 10th Avenue | Manhattan | 10001 | 212-564-4275 |
| ABC Meter Shop, Inc. | 10-02 | 46th Avenue | Long Island City | 11101 | 718-361-8515 |
| Metershop, Inc. | 37-03 | 21st Street | Long Island City | 11101 | 917-359-1868 |
| 521 West 21st Management Corp. | 415 | West 127th Street | Manhattan | 10027 | 212-665-4900 |
| Plastic-Craft Products Corp. | 744 | West Nyack Road | West Nyack | 10994 | 845-358-3010 |
| Star Paper, LLC | 174 | 5th Avenue | Manhattan | 10010 | 212-462-4800 |
| Trizz Taximeter Repair Corp. | 520 | West 44th Street | Manhattan | 10036 | 646-336-7625 |
| Custom Shields, Inc. | | P.O. Box 456 | Southeastern | 19399 | 484-367-7201 |
| New Star Taxi Meter | 12-04 | 44th Avenue | Long Island City | 11101 | 917-681-2044 |
| Pioneer Graphics, Inc. | 37 | Sarah Drive | Farmingdale | 11735 | 718-898-1111 |
| Dynamic Repairs | 25-11 | 41st Avenue | Long Island City | 11101 | 718-392-7866 |
| Olympic Metershop, LLC | 22-10 | Jackson Avenue | Long Island City | 11101 | 718-361-3005 |

The pictures on the next page, show where you, or your print shop, must place the logos based on the type of vehicle you own. Please make sure that the logos on your street hail livery match the pictures below.



Town Car



Minivan



SUV



*Please note: the markings for your Street Hail Livery Base’s contact information (their name and phone number) are optional. However, your Street Hail Livery Base may require you to display these markings in order to affiliate with them.

Street Hail Livery Exterior Markings (Specifics):

| Inscription | Location on Vehicle | Size | Required / Optional |
|---|---|---|--|
| Two Street Hail Livery logo decals consist of the large T-dot, NYC, and BORO exactly as positioned in the provided file. Non-detachable only. | Both front doors – centered left to right – and located in the upper half of the flat surface between the door trim and the door handle – and parallel to the door trim. | 21.7 x 11 inches | Required |
| Two Rate of Fare decals depicting the hail icon with “Metered Fare” and the call-ahead icon with “Flat Fare” exactly as positioned in the provided file. Non-detachable only. | Both rear doors – centered left to right – and aligned horizontally on center with the top horizontal bar of the ‘T’ in the T dot, and parallel to the door trim. | 19 x 3.8 inches | Required |
| Two License Number decals. Non-detachable only. | High in the rear quarter panel below the window line, and as close to the rear door as possible. | 2.5 inches high NYC Taxi Font | Required |
| No Hail Zone Decal | On the driver and passenger side rear doors, with the left-most point of the decal vertically aligned with the left-most point of the metered fare decal, and located two inches below the base line of the rate of fare decals. | The size of the decal will be determined by the Commission. | Required for Street Hail Livery Vehicles |
| Two Accessible Markings Non-detachable only. | The smaller marking must be located on the D-pillars of a minivan, on both sides of the accessible vehicle, and visible to passengers entering the accessible vehicle. The large marking must be located on the front hood of the vehicle centered left to right. | Small Marking: 4 x 4.725 inches Large Marking: 7.8 x 9 inches | Required for Accessible Vehicles |
| Clean Air Marking Non-Detachable only. | Located on the exterior of the C-pillars of a sedan or an SUV or on the exterior of the D-pillars of a minivan, on both sides of vehicle, and will be visible to passengers entering the clean air vehicle. | 4 x 4 inches | Decal required if vehicle qualifies as a Clean Air Vehicle under the NYC Administrative Code |
| Base Station Name and Telephone Number decals. Semi-permanent adhesive sticker. | In letters and numerals approximately 1.5 inches high in one location on the rear panel of the vehicle, at least six inches above the bottom of the rear of the vehicle, and on both sides of the vehicle. Or, in letters and numerals approximately 1.5 inches high located on both the rear doors below the Rate of Fare decals and at least six inches above the bottom of the door. Or, located both on the doors and rear panels of the vehicle. See samples above | Recommended: 1.5 inches high NYC Taxi Font If you choose your own font and graphics: Base Station decal no bigger than 18 inches wide x 8 inches high | Optional |
| Vision Zero Safety decal (Turning Safety Reminder Sticker) | Inside of front windshield, center behind rearview mirror | The size of the decal will be determined by the Commission. | Required |

Boro Taxi Passenger's Bill of Rights

For street hail trips...

- A boro taxi driver may pick you up anywhere in New York City except in Manhattan below E96th Street and below W110th Street and at JFK and LGA airports.
- A boro taxi driver must take you to any destination in New York City, Westchester County, Nassau County, and Newark Airport.

Contact 311 to search for lost property, file a complaint or pass along a compliment for good service.



As a boro taxi passenger, 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, obeys all traffic laws, and does not use a cell phone while driving.
3. Pay a metered fare for trips that start on the street, with the option to pay for your ride with a credit or debit card.
4. Receive the discounted E-Z Pass rate at all toll crossings that accept it.
5. Receive a fare quote for call-ahead trips and pay that amount for your ride (unless the trip changes).
6. A quiet trip, free of horn-honking and audio/radio noise.
7. Direct the route taken: the most direct route or a route you choose.
8. Air conditioning or heat on request and clean air that is smoke and scent free.
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.

A TLC driver is a licensee who has been authorized by the TLC to drive a Street Hail Livery.

| TLC Driver License Type | What type of vehicle can I drive? |
|-----------------------------|---|
| Medallion Driver License | Medallion "Yellow Taxicab" or Street Hail Livery |
| For-Hire Driver License | Application submitted BEFORE 7/1/13: Street Hail Livery & For- Hire Vehicle Application submitted ON or AFTER 7/1/13: For Hire Vehicle Livery Dispatch Only. |
| Paratransit Driver License | Paratransit and Wheelchair Accessible Vehicle Accessible Street Hail Livery Vehicles only. |
| Commuter Van Driver License | Commuter Van vehicles only. |

Frequently Asked Questions

- 1. Who can drive a Street Hail Livery (SHL) Vehicle?** Anyone who holds TLC driver license who submitted applications for TLC driver license prior to July 1, 2013 that were subsequently approved can drive a Street Hail Livery (SHL). You MUST also take a Passenger Sensitivity Course if you want to drive an Accessible Vehicle. A validly licensed Paratransit driver can drive a Wheelchair Accessible Vehicle attached to a SHL Permit.
- 2. What happens if I do not want to be a part of this new program, will I lose my TLC Driver license?** You are not required to participate in the program. It will not affect your TLC driver license.
- 3. What happens if I try out the new program and then decide that it is not for me, will I get fined or lose my license?** You will not lose your license or get fined if you decide that you do not want to participate in the program anymore.
- 4. I do not want to participate in the new program; does that mean I have to transfer to another base?** No, you still continue to work at your current base.
- 5. I have to renew my TLC Driver license. Will I have to pay extra to renew my TLC Driver license and operate a SHL?** No, you will only need to pay the current renewal fees. There is no extra cost to operate a SHL with your current license.
- 6. Do we have to attend taxi school for this new license?** You will not have to attend taxi school if you have a TLC driver's license issued before 7/1/13, provided you keep the license current.
- 7. What are the areas that are permitted for street hail service by street hail livery vehicles?** Anywhere in Queens (except the airports), Brooklyn, Bronx, Staten Island and north of West 110 street and North of East 96 street in Manhattan.
- 8. What are areas permitted for dispatch by SHL's?** Queens (including airports) Brooklyn, Bronx, Staten Island and Manhattan if North of W 110th and E 96th streets.
- 9. Can I own more than one (1) Street Hail Livery (SHL) Permits in my name?** If you are interested in purchasing a Convertible Non-WAV permit, you can only purchase one (1). If are interested in purchasing a SHL WAV permit, you can purchase up to five (5) permits. In addition, you can also only have an ownership interest in either one (1) Convertible Non-WAV or five (5) WAV Permits. IE: you cannot be a principal in two businesses that each own one (1) Convertible Non-WAV or more than five (5) WAV permits combined.
- 10. What will happen to my Street Hail Livery (SHL) license if I am suspended?** You cannot operate your vehicle until you have corrected the issue that is causing your suspension.

11. **If there are two drivers and only one vehicle how will that work?** Two drivers can drive one vehicle. The owner of the Street Hail Livery (SHL) Permit, together with the two drivers, can make their own arrangement as to how they will operate the street hail livery vehicle.
12. **What happens when I retire?** You can sell it to a licensed driver or vehicle owner at whatever price he or she is willing to pay for it if you want to. However, you do NOT have to sell it. If you do not want to sell your license, you can also rent it out to another driver.
13. **What defines a driver as having “good standing” with the TLC?** Not owing any money to the TLC, the DMV or the NYC Department of Finance, and not having any open unpaid summonses or suspensions.
14. **Will I have to pay more to the Base if I have a Street Hail Livery (SHL) Permit?** Each Base decides how much they charge a vehicle owner for affiliating with them.
15. **Will I get training on how to operate the credit card and GPS machine?** Yes, the companies approved by the TLC to install the credit card and GPS machines are required to provide you training on how to use them.
16. **Do I need special training to operate a wheelchair-accessible Street Hail Livery (SHL) vehicle?** Yes, all drivers who operate a wheelchair-accessible street hail livery vehicle will need special training. You can find the approved trainers on our web site:
http://www.nyc.gov/html/tlc/html/wheelchair_accessibility/accessible_vehicle_trainers.shtml.
17. **If a passenger pays with a credit/debit card how will I receive my fares and tips?** A passenger may choose to pay your tip in cash, but if they do not, your Base is required by the proposed rules to pay out to you the fares and tips paid by credit card.
18. **Can I start picking up street hails as soon as the program starts?** No, your vehicle must have a Street Hail Livery (SHL) Permit and you must be affiliated to a street hail livery endorsed base.
19. **I am TLC Driver, how does this affect me?** You are protected under the new law. TLC Driver driving a SHL vehicle are allowed to pick up fares in the Bronx, Brooklyn, Queens (excluding airports), Staten Island and the designated areas in Manhattan. You may also drive a Street Hail Livery vehicle as well.
20. **Who can pick up passengers at the JFK and La Guardia airports?** TLC drivers are the only authorized licensees that can pick up passengers at the airports by Street Hail. However, TLC drivers can do prearranged dispatch trips.
21. **How will passengers know that I am authorized to do street hail?** The TLC is working to make the public aware of the program and its requirements.
22. **As a TLC Driver can I be affiliated to two bases for the new program?** No, you can only be affiliated to one base.
23. **What are the fines for soliciting street hails in the exclusionary zones (downtown Manhattan and the airports)?** \$500 for the first violation; \$750 for the second violation in 24 months; and revocation for third violation in 120 months.

Are you ready? Please refer to the checklist below and make sure that you meet all the requirements before you pick up your first street hail.

TLC DRIVER CHECKLIST

| Street Hail Livery (SHL) Requirements | SHL Permit Convertible Non-Wheelchair Accessible Vehicle (WAV) | SHL Permit Wheel Chair Accessible Vehicles (WAV) |
|--|---|---|
| Valid and Current TLC Driver License (must have held a TLC driver license or vehicle license for one year) in good standing | X | X |
| Valid and current DMV Chauffeur license | X | X |
| Vehicle has SHL Permit | X | X |
| Vehicle is affiliated to SHL Base | X | X |
| Vehicle has been converted to meet the SHL Requirements (Please refer to vehicle requirements) | X | X |
| Certificate of Accessibility training *All TLC Driver will need this course as per TLC Rules. TLC Driver only need it if driving a wheelchair accessible vehicle. | X | X |