

## Taxi Improvement Fund FAQ

### Program Eligibility and Enrollment for Owners/Agents

#### **Who is eligible for this program?**

Owners/agents of unrestricted yellow cab medallions are eligible for the program for each approved accessible vehicle that they are **required** to place into service. Owners/agents of wheelchair restricted medallions are eligible to receive funding for every other accessible vehicle they put on the road after their first vehicle retirement following the start of the program.

For more information see this Industry Notice [[http://www.nyc.gov/html/tlc/downloads/pdf/industry\\_notice\\_16\\_06.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/industry_notice_16_06.pdf)] or this list of all independent unrestricted medallions selected during accessibility drawings, which are required to put accessible vehicles on the road between 2016 and 2022 [[http://www.nyc.gov/html/tlc/downloads/pdf/industry\\_notice\\_16\\_01.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/industry_notice_16_01.pdf)].

#### **How do I enroll in the Program?**

Follow the instructions on the enrollment packet here [[http://www.nyc.gov/html/tlc/downloads/pdf/tif\\_owner.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/tif_owner.pdf)] and mail the following forms to the mailbox indicated in the instructions:

- a. Owner Authorization Form (2 pages).
- b. The City of New York Substitute Form W-9 (1 page).
- c. Financial Institution/Bank Letter (1 page).

Within one month of submitting your application, you should receive notice by email from the TLC regarding your application status.

#### **What information must be present on the Financial Institution/Bank Letter?**

For a bank letter to be accepted it must be on the official bank letterhead and include the following typewritten information: account name, account type, account number, and routing number. See the example in the enrollment instructions for more detail. Note that the name on the bank letter must match exactly with the legal entity name on the other enrollment forms.

#### **I received a Missing Requirements Letter/Notice of Missing Requirements, what does that mean?**

There was a problem with your application identified during our enrollment and validation process. This could be because the information you provided in your application either is incorrect or did not match TLC records, or your application is incomplete.

#### **What do I do if I receive a Missing Requirements Letter?**

The email or phone call you received should provide more detail on the problem with your application. You need to address the issues that are stated in the Missing Requirements Letter and resubmit all three forms in a new application packet to the address listed in the forms. Please note: Missing Requirements Letters will be sent via email whenever possible; please be sure to provide the correct email address in your TIF application for the fastest response time.

### Program Payments for Owners/Agents

#### **How do I get paid in this program?**

Any funding for which you are eligible, for vehicle hack-up or maintenance, will be directly deposited into the bank account you provide during enrollment, approximately once a month. The transaction will appear as an "ACH Transfer" on your bank statement.

#### **How do I submit my complete application?**

All documents must be sent by mail. Do not mail your documents to the TLC. All documents must be mailed to the address listed on the instruction page of the Authorization Forms.

#### **What is the timeline from when I submit my documents to when I receive my payment?**

The enrollment process for the owner program begins at the start of each month, and takes approximately one month to complete. Payments are also released once a month; usually on the last Friday of the month. For more detailed timeline information, see the Owner/Agent Payroll Calendar here [[http://www.nyc.gov/html/tlc/downloads/pdf/tif\\_owner\\_payroll\\_calendar.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/tif_owner_payroll_calendar.pdf)].

#### **When will I be eligible for a \$14,000 hack-up payment?**

Medallions that qualify for and successfully enroll in the fund are eligible for a one-time hack-up payment after the purchase and hack-up of an accessible Nissan NV200 or another TLC-approved Wheelchair Accessible Vehicle (WAV). If you wish to purchase another TLC-approved WAV, you must apply for and be granted one of the Accessible Taxi of Tomorrow waivers before purchase. For

additional information on vehicle requirements, please visit our Vehicles Approved as Taxicabs page here [\[http://www.nyc.gov/html/tlc/html/industry/taxicab\\_vehicles\\_in\\_use.shtml\]](http://www.nyc.gov/html/tlc/html/industry/taxicab_vehicles_in_use.shtml).

**Are there specific criteria that vehicles must meet to receive maintenance payments after each inspection?**

Yes, a taxi must complete at least 250 trips between each scheduled, tri-annual inspection in order to receive maintenance payments of \$1,333 following each successful inspection, totaling up to \$16,000 over four years. Medallions must also be logged in to the Accessible Dispatch program, be current on their Taxi Improvement Surcharge payments, and have no outstanding debt with the City of New York. Owners and agents will be notified of any such issues during the enrollment process.

**If I believe the payment I received is incorrect, whom do I contact?**

Submit payment inquiries via the TIF website submission portal

[\[http://www.nyc.gov/html/tlc/html/industry/taxi\\_improvement\\_fund\\_form.shtml\]](http://www.nyc.gov/html/tlc/html/industry/taxi_improvement_fund_form.shtml), via email to [TIF@tlc.nyc.gov](mailto:TIF@tlc.nyc.gov) or call (212) 676-1111.

Staff will respond to payment inquiries as quickly as possible.

**Is this funding taxable?**

Program participants may receive a Form 1099 from the City of New York if their funding is taxable. Please consult your tax professional for more information.

## Program Eligibility and Enrollment for Drivers

### **Who is eligible for this program?**

All current licensees who complete and submit program agreement documents are eligible to enroll in this program. However, a driver will only receive payments for trips made in wheelchair accessible vehicles (see Payments section below for details) after the driver is enrolled in the program.

### **How do I enroll in the Program?**

Follow the instructions on the enrollment packet here [[http://www.nyc.gov/html/tlc/downloads/pdf/tif\\_owner.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/tif_owner.pdf)] and mail the following forms to the mailbox indicated in the instructions:

- a. Driver Authorization Form (1 page).
- b. The City of New York Substitute Form W-9 (1 page).

### **I received a Missing Requirements Letter/Notification of Missing Requirements, what does that mean?**

There was a problem with your application identified during our enrollment and validation process. This could be because the information you provided in your application is incorrect or did not match TLC records, or your application is incomplete.

### **What do I do if I receive a Missing Requirements Letter?**

The letter you received should provide more detail on the problem with your application. You need to address the issues that are stated in the Missing Requirements Letter and resubmit both forms in a new application packet. Please note: Missing Requirements Letters will be sent via email whenever possible; please be sure to provide the correct email address in your TIF application for the fastest response time.

### **I was notified that I have been enrolled in the program but I still have not received my card. What is happening?**

Debit cards usually take 7-10 business days from the date you receive the confirmation email to arrive at the address provided in your application. Debit cards arrive by mail in a white unmarked envelope.

## Program Payments for Drivers

### **How does this program work?**

The TLC will pay drivers enrolled in this program \$0.50 for every trip made **in a wheelchair accessible yellow taxi**. Drivers are still eligible for payments for trips made in wheelchair accessible vehicles even if the passenger is not a wheelchair user. Drivers must be enrolled in the program to be eligible for payment.

### **Is this a reimbursement of the 50-cent MTA State Surcharge?**

No, the TIF Driver program is not a reimbursement program for the 50-cent MTA State Surcharge.

### **How will I get paid?**

The TLC will release payments every other Friday following the calendar available here [[http://www.nyc.gov/html/tlc/downloads/pdf/tif\\_driver\\_payroll\\_calendar.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/tif_driver_payroll_calendar.pdf)]. Drivers enrolled in this program will receive a personal Bank of America TLC debit card, to which Bank of America will dispense funds to be provided by the TLC.

### **When do I start getting paid?**

Once you receive notice that you have been enrolled in the program, the TLC will begin to count all trips that you complete **in a wheelchair accessible vehicle**. Due to the time required for data processing and validation, drivers should expect to receive payments approximately one month after the trips are completed. Drivers may refer to this [[http://www.nyc.gov/html/tlc/images/misc/tif\\_payment\\_schedule.jpg](http://www.nyc.gov/html/tlc/images/misc/tif_payment_schedule.jpg)] calendar for the exact payment schedule.

### **Is there a minimum number of trips I must drive in order to get paid?**

A driver must complete at least 40 trips in any given two week period in order to receive payments for that period. If a driver does not complete 40 trips in any given period, the money the driver earned will be carried over and added to a future payment date when the driver is eligible to receive at least \$20.

### **I believe my debit card has been lost or stolen. What do I do?**

If you suspect your card has been lost or stolen, or have any other problems with your debit card, please contact Bank of America at 1.866.213.4074 as soon as possible.

**I think that I was not paid the correct amount. Who do I contact?**

*Submit payment inquiries via the TIF website submission portal*

*[[http://www.nyc.gov/html/tlc/html/industry/taxi\\_improvement\\_fund\\_form.shtml](http://www.nyc.gov/html/tlc/html/industry/taxi_improvement_fund_form.shtml)], via email to [TIF@tlc.nyc.gov](mailto:TIF@tlc.nyc.gov) or call 212.676.1111. Staff will respond to payment inquiries as quickly as possible. Be prepared to provide documentation for your claim.*

**Will I receive deadhead payments for Accessible Dispatch trips through my debit card?**

*No – dispatch fees for accessible trips through the Metro Taxi dispatch program will continue to be disbursed through owners and agents. If you believe you have not received appropriate dispatch payments, please contact [TIF@tlc.nyc.gov](mailto:TIF@tlc.nyc.gov). For more information about this Program, see the Accessible Dispatch page here [<http://www.nyc.gov/html/tlc/html/passenger/accessible.shtml>].*

**Is this funding taxable?**

*Program participants may receive a Form 1099 from the City of New York if their funding is taxable. Please consult your tax professional for more information.*