December 28, 2020

# DriveNYCTaxi - Frequently Asked Questions

**General Questions**

- What is DriveNYCTaxi?
  - DriveNYCTaxi is a tool developed by the TLC to potentially connect interested Yellow and Green Medallion Owners with interested TLC-Licensed Drivers.

- Who can participate in DriveNYCTaxi?
  - All Medallion owners and TLC-Licensed Drivers can participate.

- Do I need to have a current license to participate in DriveNYCTaxi?
  - Yes, Medallions, SHL permits and Agent licenses must be current for all participating vehicle Owners, and all participating Drivers must have current TLC and DMV driver licenses.

- Does this service cost anything?
  - No, it is a free service. If Drivers and Owners are connected, they can sign lease agreements if they wish and independent of the TLC.

- What if I need to remove my Medallion or SHL from storage for use in DriveNYCTaxi?
  - If a Medallion or SHL permit Owner needs to remove their medallion or permit from storage to pursue a match through DriveNYCTaxi, the Owner should email MedallionOperations@tlc.nyc.gov with the request.

- How do I know that my submission was received?
  - An email confirmation with information submitted through the Driver or vehicle Owner form will be sent to the email address on file with the TLC for the license number entered.

- What email address is the confirmation sent to?
  - All emails, including confirmation of your submission, potential matches, and notification that there are no current matches based on your submission, are sent to the email address on file with TLC for the license number submitted.
  - If your preferred email address has changed from what TLC may have on file, then please update your email address with the NYC TLC Licensing and Standards Office.
    - Drivers & SHL – update your email through TLC's Licensing Application and Renewal System (LARS) at nyc.gov/LARS and then re-submit your form.
    - Medallion Owners & Agents – update your email by sending a request and photo ID to MedallionOperations@tlc.nyc.gov

- What if I do not receive a confirmation email?
  - Please ensure that the license information you submitted is correct and re-enter your form. If you still do not receive the confirmation, then contact TLC at [DriveNYCTaxi@tlc.nyc.gov](mailto:DriveNYCTaxi@tlc.nyc.gov).
  - Please ensure that your correct email address is on file with TLC.
    - o Drivers & SHL – update your email through TLC's Licensing Application and Renewal System (LARS) at nyc.gov/LARS and then re-submit your form.
- Medallion Owners & Agents – update your email by sending a request and photo ID to [MedallionOperations@tlc.nyc.gov](mailto:MedallionOperations@tlc.nyc.gov)If you submitted the correct license information and you are certain that the email account you are using is the email address on file with TLC, then contact TLC at DriveNYCTaxi@tlc.nyc.gov for further assistance.

- Is there a deadline for submitting a form?
  - o No. Drivers and Owners or their agents can submit a form to participate at any time.

**TLC-Licensed Driver Questions**

1. How does it work for drivers?
   a. **Form submission**: Drivers can visit our <u>website</u> to fill out a form with their preferences, such as the type of Taxi (yellow or green), shift preference (day, night, double, weekend, weekly), and pickup location (borough).
   b. **Matches**: If vehicle Owners have vehicles available that match a Driver's preferences, then that Driver will be emailed contact information for those owners and owners will be emailed contact information for that Driver.
   c. **Connections:** Drivers and Owners can then contact each other and discuss a potential lease agreement.

2. Does a match sent to me by DriveNYCTaxi require me to enter into a lease with one of the owners that appears in my search results?
   a. No. There is no requirement for you to enter into a leasing arrangement with any of the matched Owners that are sent to you. You also are not prohibited from doing business with other Owners who may not be participating in the program.

3. What happens if no vehicles are available that meet my preferences?
   a. If no vehicle Owners have submitted vehicles that meet your preferences, you will be sent an email informing you that we have not found a match at this time.
   b. If you would like to re-submit preferences or change your preferences, you can submit a new form at any time through our <u>website.</u>

4. Is price information available?
    a. Yes. However, prices posted are a general range and are not final. Lower or higher prices may be offered to Drivers over the phone/in person. Prices must comply with all TLC lease rules. If a Driver believes they are being overcharged, they should contact TLC at driverprotection@tlc.nyc.gov.

5. Is TLC involved in the leasing process?
    a. TLC is not involved in the leasing process. If you feel that you have signed a lease agreement that is in violation of TLC Rules, please contact driverprotection@tlc.nyc.gov.

6. Can I find FHVs through DriveNYCTaxi?
    a. This program is targeted to matching Drivers with yellow or green taxis. FHVs are not part of this program, though all TLC-licensed drivers can participate.


**Vehicle Owner Questions**

1. How does it work for owners?
    a. **Form Submission**: Owners can visit our website to fill out a form detailing the vehicles they have available, such as the type of Taxi (yellow or green), shift availability for those vehicles (day, night, double, weekend, weekly), and pickup locations (borough).
    b. **Matches:** If a Driver's preferences match the vehicles an owner has available, then that Driver's contact information will be emailed to that owner and that Driver will be emailed that owner's contact information.
    c. **Connections:** Drivers and vehicle Owners can then contact each other and discuss a potential lease agreement.

2. Does a match sent to me by DriveNYCTaxi require me to enter into a lease with one of the Drivers that appears in my search results?
    a. No. There is no requirement for you to enter into a leasing arrangement with any of the matched Drivers that are sent to you. You also are not prohibited from doing business with other Drivers who may not be participating in the program.