

**Accessibility.** Inclusive of full participation by people with disabilities. An experience that can be enjoyed by all people.

**Accessible Dispatch.** A TLC program that dispatches yellow and green accessible taxis on trips that start in any destination in New York City.

**Accessible medallion.** A medallion that can only be used with an accessible taxi.

**Accessible street hail livery.** A street hail livery that is designed to transport people who use wheelchairs.

**Accessible vehicle.** A vehicle that can transport people who use wheelchairs.

**Address.** The numbers and words that give the location of a building or place.

**Adjudication.** The formal process for deciding who is right in a case, argument, or dispute. If it involves TLC rules or regulations, adjudication is usually done in the Office of Administrative Trials and Hearings (OATH).

**Affiliation.** A business arrangement where a TLC-licensed vehicle is associated with a TLC-licensed base. The class of TLC-licensed vehicle also indicates what type of base it can work with.

**Affirmative Defense.** A driver states that they committed a violation of TLC rules, but the conduct was allowed in that instance. For instance, they had to use a cell phone to report an emergency and could not safely stop before making that report.

**Agent.** A TLC-licensed business entity that operates or helps to operate one or more taxis for their owner.

**Americans with Disabilities Act (ADA).** Federal civil rights legislation signed into law in 1990 to address discrimination based on disability in transportation, employment, public accommodations, telecommunications, and state and local government services.

**American Sign Language (ASL).** A complete language that uses signs made by hand movements, facial expressions, and body posture. It is used by many people in North America who are deaf or hard of hearing as a primary means of communication.

**App.** An abbreviation for application. An app is a smartphone, tablet, or computer software that performs a special task. Apps can be used on a portable electronic device, as well as a desktop computer.

**Appearance.** Relating to TLC, this means going in front of a judge or going to court.



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**Applicant.** A person or business who seeks a license or authorization from the TLC. They may also need an action, such as a transfer, that requires TLC approval.

**Attendant.** A person who helps or provides care for a person with a disability or health care need, whether temporary or permanent.

**Back seat.** The seat in the back of the vehicle, where passengers usually sit.

**Base.** A TLC-licensed business that dispatches a particular class of TLC-licensed vehicles to work for-hire. There are different kinds of bases, such as black car bases, livery bases, high-volume for-hire vehicle bases, and luxury limousine bases.

**Battery Electric Vehicle Taxi Pilot.** A pilot program that increases the number of electric vehicle option for Taxi Owners.

**Board of Commissioners.** The TLC's Commission Board has nine members. One Commissioner is salaried, is the head of the TLC, and presides over regularly scheduled public meetings. Eight Commissioners do not receive a salary and are appointed by the Mayor with the consent of the City Council, including a Commissioner for each borough.

**Black car.** A vehicle that can affiliate and work for a black car base or a high-volume for-hire service.

**Black car base.** A TLC-licensed business that dispatches black car vehicles on a pre-arranged basis. All the vehicles are owned by base franchisees, or are members of a cooperative that own the base. Less than 10 percent of payments from passengers is in direct cash.

**Black Car Fund.** A compensation fund for black car drivers who are injured on the job that was created by New York State law in 1999.

**Bike box.** An area at an intersection before the crosswalk that is only for cyclists. Bike boxes help drivers see cyclists more clearly, and they give cyclists a better position to complete a turn.

**Bike (bicycle) lane.** A conventional bike lane is a traffic lane painted onto the roadway for bicyclists to use. When bike lanes do not have physical separation, some drivers will block bike lanes, especially in areas where double parking or other illegal parking is common. Protected bike lanes and grade-separated bike lanes have the greatest safety benefits for cyclists, using a physical separation such as floating parking, a curb, raised median, or other vertical elements to separate cyclists from motor vehicle traffic.



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**Broker.** A person or business licensed by the TLC to negotiate the transfer of any medallion, including any interest in a medallion, or a loan to be secured by a medallion or taxi.

**Brokerage.** The business of operating as a TLC-licensed broker, and transferring medallion interests and loans.

**Bus.** A large vehicle that carries many passengers along a fixed route during certain hours. In New York City, there are public local and express MTA buses, as well as private shuttle buses, double-decker buses, and charter buses.

**Bus lane.** Travel lanes restricted to public buses during certain times of the day. Bus lanes can be curbside, and parking and standing at the curb is not permitted when the bus lane is in effect. Offset bus lanes are one lane away from the curb. Parking or standing at the curb is still possible. Stopping of any kind, including double-parking, is not allowed in an offset bus lane. Vehicles can make a right turn in a bus lane unless otherwise restricted.

**Car seat.** A special vehicle seat for babies and small children that keeps them safe. The car seat can be attached to a vehicle's seat and removed.

**Caregiver.** A person who provides direct care to people with disabilities and others. This is different than a caretaker, who takes care of property.

**Chairperson.** The head of the New York City Taxi and Limousine Commission.

**Chauffeur.** A person employed to drive a vehicle. In New York State, they must have a valid Class A, B, C, or E driver's license.

**Chauffeur's License or DMV Class E License.** A license to drive a vehicle for-hire, for up to 14 passengers. In New York State, a chauffeur's license is a Class E driver's license from the Department of Motor Vehicles.

**Chronic illness.** A health condition that lasts three months or longer. Some illnesses, such as multiple sclerosis or diabetes, are lifelong conditions.

**Cochlear implant.** An electronic device that can assist a person who is deaf or hard of hearing in understanding speech.

**Collision.** A vehicle impacts another vehicle, personal, animal, or property.

**Commute.** To travel to and from a place regularly, usually between a person's home and their work.



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**Compensation.** Something given to another person for doing a job or service, or to make up for damage or trouble. An insurance company, for instance, may compensate you if your vehicle is damaged by someone else, and it is not your fault. Compensation could also refer to the money and benefits a worker receives from a job.

**Commuter van.** A vehicle that seats between 9 and 20 passengers, and has been licensed to provide transportation for-hire with a TLC-licensed commuter van service.

**Compliance.** When you do what a law, rule, order, or official asks or orders you to do.

**Congestion zone.** A geographic area within Manhattan that is below 96<sup>th</sup> Street (excluding 96<sup>th</sup> Street).

**Cooper's Law.** A New York City local law that requires the TLC to immediately suspend the TLC license of any driver issued a summons for a traffic violation or crime related to a crash that caused a serious injury or death. If the driver is found guilty of the traffic violation or crime, the driver's TLC license is revoked.

**Crash.** When a vehicle hits someone or something hard enough to cause injury, death, damage, or destruction.

**Credit card.** A plastic card used by a person to pay for things or service and agrees to pay back later.

**Critical Driver's Program.** A program that imposes penalties on TLC-licensed drivers who have a certain number of DMV points on his or her driver's license.

**Crosstown.** When you go across the city from one end to another. Typically, this is used regarding traveling between the East and West Side of Manhattan.

**Crosswalk.** A marked path on a road or street for people to safely cross.

**Cruising.** The time spent by a for-hire vehicle available to receive dispatches from a base or high-volume for-hire service, but is not transporting a passenger. This includes traveling in a TLC-licensed vehicle to look for a passenger to pick up and take them somewhere for-hire.

**Crutches.** Long sticks that fit under someone's arm to help them walk. Crutches may be used when a person has injured a part of their body.

**Curb.** Where the sidewalk ends; the edge of the sidewalk.

**Dashboard.** A panel or part of inside a vehicle that has the controls.

**Debit card.** A plastic card a person can use to pay for things or services using money from a bank account.

**Decal.** A sticker issued by the TLC and attached to a TLC-Licensed Vehicle.



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**Default.** A decision made against a TLC Licensee after they fail to appear for a hearing, enter a plea, or make a request to reschedule the hearing.

**Defensive Driving Course.** A course that teaches you how to drive safely, defensively, and prevent crashes. It must be approved by the TLC and the New York State Department of Motor Vehicles, and can reduce points on a DMV license.

**Direction.** The way or path on which something is moving towards or pointing to.

**Disability.** A physical or mental impairment that affects one or more major life activity, such as seeing, hearing, breathing, walking, talking, or performing manual tasks. A functional limitation that affects a person's ability to do certain tasks or activities, or makes them more difficult. Use person-first language, or ask a person what their preference is. Avoid using descriptions such as "suffers from" or "afflicted with," and use neutral language (for example, she is Deaf).

**Discretionary Revocation.** The TLC chairperson can use their discretion to revoke a TLC License for a rule violation if the chairperson determines they present a threat to public health, safety, or welfare.

**Dispatch.** A request made from a TLC-licensed base to a TLC-licensed driver that directs them to provide transportation to a passenger who has arranged the trip through a request to the base (such as a car service).

**Dispatch equipment.** Communications equipment used to request available Taxi Drivers for Accessible Dispatch trips.

**Dispatch fee.** Accessible taxi driver receive payment when they complete or attempt to complete an Accessible Dispatch trip, using the Dispatch Fee schedule.

**Distracted driving course.** A TLC-approved course that trains drivers on the dangers of driving and using electronic devices, as well as the rules that apply to those devices on the road.

**DMV.** This is an acronym for the New York State Department of Motor Vehicles. This state-level agency is responsible for identity papers, motor vehicle and driver services, and vehicle registration.

**Department of Transportation (NYC DOT).** A city government agency that is responsible for the movement and transportation of people and goods in New York City, as well as the city's transportation infrastructure, including sidewalks, streets, highways, and bridges.

**Destination.** A place that someone is going to or trying to reach.

**Driver.** A person who holds a TLC License that authorizes them to drive a TLC-Licensed vehicle.

**Drugs.** A controlled substance defined in the New York State Public Health Law.

**E-Hail.** A request for a trip made through an E-Hail application (app).



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**E-Hail Application or E-Hail App.** A TLC-licensed software program for a smartphone or other electronic device that is integrated with technology systems in taxis, and allows passengers to make payments electronically.

**Electronic Communication Device.** A portable or hands-free electronic device that can make a phone call; send or receive a text message; speak or operate the device hands-free (such as through a voice command); act as a personal digital assistant; send or receive data from the internet; act as a portable computer (such as a laptop); play audio, video, and games, make or display images, or provides a function that can distract a driver. GPS can be used if a TLC-Licensed Vehicle is legally standing or parked when the Driver inputs or transmits data.

**Electronic or digital wallet.** An electronic payment system, frequently used with a smartphone. It is an electronic version of a physical wallet. A person, for instance, can use their phone to make a payment with a digital wallet.

**Fleet.** A business that controls at least 25 taxis in a single business location and operates with a dispatcher on site at least 18 hours daily. The dispatcher assigns drivers to the fleet's taxi.

**For-Hire Base.** A TLC-licensed business that dispatches for-hire vehicles from a physical location, including a black car, livery, luxury limousine, or high-volume for-hire service.

**For-Hire Driver.** A TLC Licensee who operates a For-Hire Vehicle.

**For-Hire Vehicle.** A TLC-Licensed vehicle that can seat 20 or fewer passengers, has three or more doors, and is not a taxi, commuter van, or a bus (per New York State law).

**GPS.** A device that uses a global positioning navigation system to convey directions using a voice function, and transmits only geographical direction information. It can only be used by TLC-Licensed Drivers when the vehicle is legally standing or parked.

**Hack-up.** Modifying a vehicle so that it can operate as a medallion taxi in New York City.

**Hail.** A request for on-demand yellow or green taxi service through a verbal action (such as calling out), physical action (raising one's arm), or using an e-hail app.

**Hail exclusionary zone.** A geographic area where green taxis cannot accept a passenger by hail. This area is at New York City airports, below East 96<sup>th</sup> Street West 110<sup>th</sup> Street in Manhattan. Street Hail Liveries can do pre-arranged trips at the airports through a base, telephone, app, website, or other method. They cannot do pre-arranged trips in Manhattan below East 96<sup>th</sup> Street and West 110<sup>th</sup> Street. Green taxis can do paratransit trips for individuals with disabilities by or on behalf of the MTA.

**Hail zone.** A geographic area where green taxis can accept passengers by hail. It encompasses Manhattan above East 96<sup>th</sup> Street, Manhattan above West 110<sup>th</sup> Street, and the outer boroughs, excluding New York City airports.



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**Hearing.** Regarding OATH, a hearing is a presentation and evidence consideration before an Administrative Law Judge.

**Hearing Induction loop.** A device used to transmit sound directly to hearing aids that use a small copper wire (a T-coil) or cochlear implants.

**Hearing officers.** A person designated by OATH to carry out to the powers, duties, and responsibilities of the Taxi and Limousine Tribunal.

**High-Volume For-Hire Service.** A central dispatch facility that is a TLC-licensed business, connects passengers to for-hire vehicles through pre-arranged trips, uses a passenger-facing booking tool, and dispatches 10,000 or more trips in New York City per day.

**Honor Roll.** The TLC holds an Honor Roll Ceremony every year to celebrate the accomplishments of TLC-licensed drivers and bases, such as Vision Zero and accessibility. Every year, the TLC honors the safest drivers and businesses, as well as drivers that are leaders in Accessible Dispatch. TLC has also recognized drivers for supporting efforts to fight COVID-19, including food delivery and supporting home vaccination.

**Independent Medallion.** A class of Medallion where the owner can only own one medallion.

**Licensee.** An individual or business that has a TLC License, including an individual or business that has a suspended License.

**Livery.** A for-hire vehicle that is affiliated with a livery base.

**Livery Base.** A for-hire base that dispatches livery vehicles on a pre-arranged basis, dispatches vehicles that are designed to carry fewer than six people, and passengers are charged for service based on a flat rate, time, mileage, or zone.

**Livery Fund.** An independent livery driver benefit established under New York State Executive Law, Article 6-G.

**Luxury Limousine.** A For-Hire Vehicle that has affiliated with a luxury limousine base and has a seating capacity of 20 or fewer passengers.

**Luxury Limousine Base.** A for-hire base that dispatches all luxury limousines by pre-arrangement, less than 10% is paid by direct cash, and passengers are charged “garage to garage” service via a flat rate, time, or mileage.

**Mandatory revocation.** When revocation must be imposed as a penalty in TLC rules.

**Medallion.** A numbered plate placed on the outside of a yellow taxicab as physical evidence that it is licensed to operate and provide taxi service.

**Medallion Relief Program.** A TLC program that helps medallion owner-drivers receive debt relief by lowering loan principals and monthly payments.



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**Minifleet.** A TLC-licensed business that owns and operates two or more taxis. They often work with a fleet to storage and dispatch taxicabs every day.

**Minifleet Medallion.** A medallion taxicab license that must be owned in groups of at least two.

**MTA Tax.** A 50-cent New York State tax on taxicab trips created by Article 29-A of the New York State Tax Law.

**OATH.** This is an acronym for the New York City Office of Administrative Trials and Hearings.

**OATH Tribunal.** This is the New York City Office of Administrative Trials and Hearings tribunal established by the City of New York Charter and rules (Chapter 1, Title 48). Administrative Law Judges carry out the adjudicatory powers, duties, and responsibilities of the OATH Tribunal.

**Paratransit Disability.** A physical, mobility, or mental impairment that prevents a person from boarding, riding, or disembarking from a vehicle without the assistance of a wheelchair lift or other boarding assistance device.

**Paratransit Vehicle.** Any motor vehicle equipped with a hydraulic lift or ramp designed to transport people who use wheelchairs or other physical devices designed to permit access the transportation of a person with a Paratransit Disability,

**Passenger.** A person who rides in a vehicle and does not operate it.

**Passenger Assistance and Wheelchair Accessible Vehicle Training.** A training course that instructs drivers on the legal requirements for transporting people with disabilities; passenger assistance techniques and safety procedures; individual hands-on training with an actual person using a wheelchair sensitivity awareness, including customer service and conflict resolution policies, and the dispatch of vehicles by the Accessible Dispatch program.

**Persistent violator program.** A program that establishes additional penalties for drivers who repeatedly violate TLC rules within a certain amount of time, based on the number of points accrued.

**Persons with a Disability or People with Disabilities.** A person with a physical or mental disability who can transfer from a mobility aid to a taxicab, for-hire vehicle, or commuter van with or without reasonable assistance.

**Petition.** A request for the TLC to adopt a rule.

**Point Reduction Course.** A course that drivers can voluntarily take to reduce the points they accumulated under the Persistent Violator Program.

**Securement.** Equipment used to secure a passenger who uses a wheelchair before the trip begins.

**Service Animal.** A working animal that performs a task or specific set of tasks to assist a person with a disability.



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**Sexual Harassment.** Conversation or conduct related to sexual acts, sexual contact, intimate body parts, asking about a person's sexual relationships, or expressing a desire to enter into a sexual relationship.

**Sex Trafficking with a Vehicle.** Promoting prostitution or sex trafficking while using a TLC-licensed vehicle to commit such a crime.

**Shared bike lane.** Markings can heighten awareness for drivers that cyclists use the road. Cyclists are not separated from traffic.

**Shared street (pedestrian-priority street).** Pedestrians, cyclists, and motorists all share the right of way on a roadway designed for slower travel speeds. Vehicles are advised to drive 5 mph, and be cautious of street furniture and landscaping made for pedestrian use. Shared streets reduce sidewalk crowding on narrow streets, create more space for event programs, and encourages neighborhood activities like shopping, eating, and socializing.

**Short Haul.** A trip that begins at some transportation terminals and is less than a certain distance or time.

**Stand-By Vehicle.** A vehicle licensed by the TLC to be used by a fleet as a replacement for a licensed taxi that is temporarily out of service.

**Street Hail Livery.** Also known as a green taxi, this is a TLC-Licensed for-hire vehicle or paratransit vehicle that can accept hails in the Hail Zone. It must be affiliated with a Street Hail Livery Base.

**Street Hail Livery Improvement Fund.** A city-managed fund that makes subsidy payments to accessible Street Hail Livery owners and drivers. It is funded by the Street Hail Livery Surcharge. Fund money can be used to make grants, offset the costs associated with driving training, funding the Accessible Dispatch Program, and paying Drivers who operate accessible street hail liveries (green taxis).

**Street Hail Livery Improvement Surcharge.** Beginning on January 1, 2015, a surcharge of \$.30 was added to every trip.

**Summary Suspension.** This occurs when a TLC License is suspended before a hearing is held on the violation.

**Taxi and Limousine Commission (TLC).** An agency that oversees taxi and for-hire service in New York City.

**Taxi and Limousine Tribunal at OATH (Taxi and Limousine Tribunal).** This tribunal has jurisdiction over violations of title 19 (chapter 5 of the administrative code), violations of Commission Rules, and review of the fitness of an Applicant or a Licensee to hold a License.

**Taxi stand.** A place where taxicabs are authorized by the NYC Department of Transportation or a transportation terminal operator to line up and wait for customers.



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**Taxicab.** A yellow vehicle with a medallion affixed that can carry up to five passengers and is authorized to accept hails.

**Taxicab Identification Braille Plaque.** A plaque is required to be attached inside of a taxicab that identifies in Braille the medallion number, the word COMPLAINTS, and a telephone number.

**Taxicab Improvement Fund.** A city-managed fund that makes payments to medallion owners, agents, and drivers for purchasing or operating an accessible taxicab, and funds the Accessible Dispatch program. The fund comes from the Taxi Improvement Surcharge, which is 30 cents per trip since January 1, 2015.