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**Important Notice for Street Hail Livery Permit Owners
and Medallion Owners and Agents**

**TAXICAB/STREET HAIL LIVERY IMPROVEMENT
SURCHARGE PAYMENT PROCESS**

The New York City Taxi and Limousine Commission (TLC) wishes to remind its licensees, on January 1, 2015, a \$0.30 per trip Improvement Surcharge went into effect and taxicabs and Street Hail Liveries (SHLs) were automatically updated to charge the new rate for all hailed trips. This surcharge will help fund an increase in the number of wheelchair accessible vehicles (WAVs) on the road to assist in achieving the City's goal of a 50% wheelchair accessible taxi fleet by the year 2020. Medallion owners/agents and SHL permit owners are responsible for paying the surcharges to the New York City Taxi & Limousine Commission (TLC) each quarter to be placed into a Vehicle Fund and a Driver Fund. The TLC will provide for disburse payments to WAV owners and drivers starting in 2016.

Payment for the first quarter of 2015 is due by May 1, 2015. Failure to submit your payment by that date may result in a summons which could result in fines and/or possible suspension of your license until compliance.

Each SHL permit owner, medallion owner, and/or medallion agent will receive a quarterly statement from their TPEP or LPEP provider. For the first quarter the surcharges will be due on **May 1, 2015** and will follow the timeline below:

- April 5, 2015 – Improvement Surcharge reports will be available on the TPEP and LPEP Provider web portals. Do not access the reports before April 5th to ensure that all trips are included in the reporting.
- April 5 – April 20, 2015 – Owners and agents will be able to review their Improvement Surcharge reports and raise any discrepancies with their TPEP or LPEP Providers during the 15-day Challenge Period.
- April 20, 2015 – Amounts due are finalized. **Please be aware that you will not be able to pay an amount other than what is listed on your final invoice.**
- April 24, 2015 – Payment is available in LARS. Payments can only be made **using** the NYC Taxi & Limousine Commission's License Applications,

Renewals & Summonses (LARS) website which can be found at: www1.nyc.gov/lars/. NOTE: No statements or reminder notices will be sent. You are responsible for checking the TPEP or LPEP provider web site in a timely manner to obtain the amount due and allow time to review the statement before making your payment.

- **May 1, 2015** – Payment is due to the TLC.

The remaining quarters will follow the same timeline with the Improvement Surcharge reports available on the 5th of the month following the quarter's end. These reports are followed by a 15-day Challenge Period that ends on the 20th of the month for any payment disputes. Once the Challenge Period ends, payments will be available through the LARS website on the 24th of the month and due to the TLC on the first day of the subsequent month.

If you are a customer of CMT, to access CMT reports and payment instructions:

- Log into the new CMT web portal as an operator at <https://fleetnet.cmtnyc.com>;
- Under the "Reports" menu click "Improvement Surcharge"; and
- Towards the upper right of the page next to "Actions: Download PDF" click "Go".

If you are a customer of VeriFone, to access VeriFone reports and payment instructions:

- Log into the VeriFone web portal (where you get your MTA tax report);
- Click on "Reports", located on the left-hand side of the navigation bar; and
- Select "Totals Trips Report" and input the relevant Improvement Surcharge period (in this case, 201501) and click the "Improvement Surcharge Export" button.

Please follow the "Payment Instructions" at the bottom of the statement that clearly outline how to make the payment using the LARS website. No partial payments will be accepted, and a new quarter cannot be paid if previous quarters have not been paid. To pay you must have a valid checking account, credit card, or debit card, and e-mail address. American Express, Discover, MasterCard, and Visa are accepted.

Questions regarding amounts owed should be directed to your TPEP or LPEP Provider. Please remember that there is a 15-day Challenge Period for payment disputes. Once the challenge period ends, the amount due is finalized and no changes to the current quarter can be made.

Any changes made to the previous quarter after the challenge period ends will be reflected in the next quarter's statement as a credit to the current quarter's balance due.