



**INSTRUCTIONS FOR SUBMITTING A COMPREHENSIVE OPERATING PLAN  
AS PART OF A NEW / RENEWAL LIVERY BASE APPLICATION**

Please visit [www.nyc.gov/tlcselfscheduling](http://www.nyc.gov/tlcselfscheduling) to schedule an appointment to submit your completed application, required documentation and fees via appointment. Please visit our website for more information at: [www.nyc.gov/tlc](http://www.nyc.gov/tlc).

A comprehensive operating plan (COP) for your base station must be presented to the Licensing Division in a specified format. The COP must include the following:

1. Business name, address, telephone number of the base, and a 24 hour contact telephone number.
2. Please specify how your base station plans to operate within the scope of the TLC rules and regulations. If applicable, list violations issued in the past <u>2 years</u> (your violation history was provided in your renewal mailing, sent to you by the TLC Licensing Division). <b>Renewals Only.</b>
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3. If applicable, a description of the process to avoid being issued violations or recurrence of violations. Please include: <ul style="list-style-type: none"> <li>a. Specifications for holding the <u>base, drivers, vehicle owners</u> and <u>employees</u> accountable for compliance with appropriate TLC rules and regulations. If the base has a violation history, please detail what process will be used to avoid such recurrences.</li> <li>b. Special attention must be paid to rule 59B-02 which deals with the dispatching of unlicensed drivers. Additionally, you must address violations of rule 59B-13(J). The rule deals with answering any directives from the Taxi &amp; Limousine Commission (TLC).</li> <li>c. Specify measures to be taken in the event there is a recurrence.</li> </ul>
4. A description of your relationship to the community. Based on the community makeup, please detail how the base is currently (or will) serve the community.
5. A description of the service provided by your base station & proposed improvements.
6. A description of your facility and its surrounding logistics. Please specify the type of area you are in.
7. An analysis of the current mass-transportation options in the area within which you plan on conducting business /currently conduct business; please include: <ul style="list-style-type: none"> <li>a. A description of the impact your base station will have on these mass-transit options.</li> <li>b. A description of any anticipated supplementation to mass-transit service that you intend to offer through your base station.</li> <li>c. Please describe the local neighborhood that your base operates within.</li> <li>d. List of the other bases and commuter van authorities in your area.</li> </ul>
8. List the number of vehicles affiliated with your base station (for <b>New Applicants</b> , use anticipated numbers).
9. List the number of vehicles dispatched per day (for <b>New Applicants</b> , use anticipated numbers).
10. List the number of calls received per day (for <b>New Applicants</b> , use anticipated numbers).
11. List the number of rides dispatched per day (for <b>New Applicants</b> , use anticipated numbers).
12. A basic Business Plan for operating the base station taking into account current (and anticipated) levels of business.
13. A list of your most up-to-date rates of fare for your base station.