



**Taxi & Limousine
Commission**

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**Press Release
For Immediate Release**

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**NEW TLC SERVICE ALLOWS RENEWING DRIVER
LICENSEES TO PAY FEES ONLINE WITH CREDIT CARDS**

The New York City Taxi and Limousine Commission (TLC) is pleased to announce a new service that will allow holders of TLC driver licenses to pay their license renewal fees online with a credit card. This new service enhancement, a component of Mayor Michael R. Bloomberg's **NYC Simplicity** initiative, will improve processing times, speed the transaction and add convenience to the renewal process. **NYC Simplicity** is focused on simplifying all interactions between people and organizations and City government.

"Our goal with NYC Simplicity is to provide easier and simpler ways for all New Yorkers to engage their government," said Deputy Mayor for Operations Stephen Goldsmith. "Our cab drivers are a vital part of our transportation network, providing hundreds of thousands of reliable trips every day. Allowing online payment of their license renewal fees will help us provide the high level of customer service they deserve."

"This innovation allows any of our current licensees to pay license renewal fees on-line, potentially shaving as much as a week off the time it takes from application to license if all other requirements are met," said TLC Commissioner David Yassky, "but more importantly, it saves them the time, trouble and expense of paying by mail or in-person."

The TLC worked closely with the design team of the Department of Information Technology and Telecommunications (DoITT) on the project, as it has on many other customer service-based projects, some of which have been realized, with others still in the proverbial pipeline.

"Technology empowers City agencies to better serve New Yorkers – in this case the more than 100,000 TLC-licensed drivers who help move the city daily," said DoITT Commissioner Carole Post. "With quick and secure payments through online license renewal, drivers can spend more time on the road – and less time standing in line."

"This is a great innovation and will go a long way in making life a little easier for taxi drivers for whom spare time is a rare commodity after working 60-hour weeks," said Bhairavi Desai, Executive Director of the 15,000-member New York Taxi Workers Alliance. "Renewing online will save a day driver from losing shift time when every hour counts or let a night driver spend some extra hours at home before setting out for work."

NYTWA will offer free computer access and assistance to all drivers looking to renew online."

This new service enhancement is available to driver licensees who are Master Card, Visa, AMEX or Discover Card holders, and who are eligible to renew their license by mail. This new service enhancement will be available on the morning of April 28, and can be accessed at: <http://nyc.gov/html/tlc/html/licenses/drivers.shtml>.

Renewing driver license applicants may continue to send their renewal license fee payments directly to the TLC through the standard lockbox process using money orders or certified checks via US Mail, or by visiting our Licensing facility where they can pay by money order, certified check or a Master Card, Visa, AMEX and Discover card. To avoid long lines and wait times, renewing licensees should renew as early as possible, either on-line or through the lockbox. It's easy, safe and convenient.

The New York City Taxi and Limousine Commission (TLC) was created in 1971, and is the agency responsible for the regulation and licensing of almost 200,000 yellow medallion taxicabs and for-hire vehicles, their drivers, and the businesses that operate and support their industries. It is recognized as the largest and most active taxi and limousine regulatory body in the United States.

To find out more about this payment option, or the TLC, or to review its rules, regulations and procedures, we encourage you to visit the agency's official Web site at www.nyc.gov/taxi or call 311 in New York City, or 212-NEW-YORK from outside of New York City.