

Matthew W. Daus, Commissioner/Chair

**PRESS RELEASE
FOR IMMEDIATE RELEASE**

October 29, 2009

**TLC DISCOVERS METER GLITCHES IN 292 TAXICABS;
\$.50 CENT STATE TAX SURCHARGE WAS COLLECTED EARLY
DURING THREE DAYS IN SMALL NUMBER OF TAXICABS**

RESPONSIBLE COMPANIES TO REFUND OVERCHARGES

In its ongoing efforts to facilitate the smooth implementation of a New York State tax surcharge imposed by the State legislature, the New York City Taxi and Limousine Commission (TLC) today announced its discovery of a programming error made by a taximeter manufacturer (Centrodyne, Inc.) and a fleet-operated taximeter shop (Susan Maintenance Meter Shop) that resulted in a small number of taximeters registering the 50-cent New York State tax surcharge in advance of its effective date of November 1, 2009. The errors were discovered in time to limit the number of affected Centrodyne taximeters to approximately 288 (2 percent of the total 13,237 meters). The rides with affected Centrodyne meters took place between 12:01 a.m. and approximately 11:59 p.m. on Thursday, October 22, 2009. The second programming error affected four Susan Maintenance taxicabs between 12:01 a.m. Sunday, October 25 and 8 a.m. Monday, October 26. The total number of taxi rides affected by the meter errors represent less than one percent of taxi rides taken during any day, with approximately 4,000 rides impacted. The glitches were discovered by TLC Safety & Emissions Officers.

The TLC has made arrangements for the responsible companies to refund the overcharges.

Affected passengers may call 311, to report they were overcharged, or submit a claim for the refund at www.nyc.gov/tlc. GPS technology will allow any affected passenger to be correctly identified and refunded. To request a refund, affected passengers will need to fill out a form that will ask them for several pieces of information to assist in verifying their claim.

- ***If paid by Credit Card:***
 - Credit Card Statement
 - *block out all but last four digits of card number*
 - OR Taxi Fare Receipt
 - AND Name & Address (for refund payment)

- ***If paid by Cash***
 - Taxi Fare Receipt

- OR the following pieces of information:
 - Trip Start Date/Time
 - Trip End Date/Time
 - Trip Start Location
 - Trip End Location
 - Amount of Trip Cost
 - AND Name & Address (for refund payment)

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Affected passengers will be able to request the refund until December 31, 2009.

In terms of the TLC's assisting the taxicab industry to move forward with implementing the State Tax Surcharge, the agency is in the process of working with meter manufacturers and technology vendors to verify that their technical plans meet the TLC's exacting standards. The TLC has also authorized 26 separate providers of the newly-updated exterior stickers, to ensure a plentiful supply and a smooth transition. The TLC will continually monitor the proper implementation of the meter change through its Taxi Technology systems as well as through regular inspections at the TLC's state-of-the-art, DMV-certified Safety & Emissions facility. Lastly, the TLC has prepared a detailed industry notice to reiterate for the taxicab industry everything it must do to be in compliance with the new state requirement.

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