



## NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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### TLC NEWS | PRESS RELEASES

FOR IMMEDIATE RELEASE

Press Release #02-12

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#### TLC "OPERATION: NIGHTWATCH" PUTS THE BRAKES ON POSSIBLE NEW YEAR'S EVE ABUSES

The New York City Taxi and Limousine Commission (TLC) today announced that it will be ringing in the New Year with a combined customer service/enforcement initiative that will respond instantly to reports of illegal activity by TLC licensed drivers throughout the five boroughs of New York City.

"Operation: Nightwatch" will see the TLC's Customer Service Division – which may be reached by calling **212-NYC-TAXI** – on duty and on the lookout for taxicab drivers who may be taking advantage of reveling New Year's Eve celebrants until 2 a.m. January 1, 2003. These Customer Service representatives will maintain constant radio contact with the TLC's Uniformed Services personnel in the field for rapid deployment to any point where problems may occur.

"I have every reason to believe that the vast majority of New York City's taxicab drivers will engage in *'fare play'* and offer their typical high quality service on New Year's Eve. We expect to see compliance with the laws, rules and regulations of the City," said TLC Commissioner Matthew W. Daus. "However, our highly-trained customer service staff will be prepared should any problems occur."

The riding public should be aware that it is illegal for taxicab drivers to solicit passengers while their off-duty light is lit, or to charge anything other than the normal metered rates for rides within the five boroughs of New York City. The only TLC-authorized flat fare is \$35 (plus tolls) for trips originating at JFK Airport for destinations in Manhattan.

Passengers who have questions about service or suspect a problem are encouraged to call the TLC's Customer Service Call Center at **212-NYC-TAXI** with such information as the taxicab's medallion (or license) number and the driver's name and license number, if possible. The public is also encouraged to report any incidences of drivers illegally refusing to take passengers to certain destinations, or disregarding traffic laws and operating taxicabs or for-hire vehicles in a reckless or unsafe manner.