



## **SHL HACK-UP AND INSPECTION REQUIREMENTS**

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Please visit our website for more information at: [www.nyc.gov/tlc](http://www.nyc.gov/tlc), or our office at 31-00 47th Avenue, 3rd Floor, Long Island City, NY 11101.

**IMPORTANT NOTE:** you cannot operate the vehicle attached to your Street Hail Livery (SHL) Permit until you have completed all of the requirements listed below, had your vehicle inspected at our Woodside facility located at 24-55 Brooklyn Queens Expressway West, Woodside, NY 11377 and received a valid rate card. You must pass the hack-up inspection and be issued a valid rate card **BEFORE** you can begin operations.

In addition, all Street Hail Livery Permits must be affiliated with a Base that holds a Street Hail Livery Base Endorsement. The Base will need to schedule an appointment to affiliate the SHL Permit holder to the Base on our website at: [www.nyc.gov/tlcappointment](http://www.nyc.gov/tlcappointment). On the day of your appointment, you will need to bring your Appointment Confirmation as well as a completed "AFFILIATION FORM TO ATTACH AN SHL PERMIT TO AN SHL BASE". This Form can be found on our website at: [www.nyc.gov/tlc/shl](http://www.nyc.gov/tlc/shl) as part of the "STREET HAIL LIVERY PERMIT APPLICATION REQUIREMENTS AND CHECKLIST". Incomplete applications will not be accepted.0

### **How do I Hack-Up my vehicle into a Street Hail Livery?**

Hack-up is the name for the process of converting your For-Hire Vehicle into a Street Hail Livery. After you have purchased and received your Street Hail Livery Permit, you will have 90 days (or 180 days if it's a Wheelchair-Accessible Street Hail Livery) to Hack-Up a vehicle and link it with your Street Hail Livery Permit. You can Hack-Up any vehicle, regardless of age or the number of miles it has been driven, to be a street hail livery as long as it has the required equipment (taximeter, GPS, rooflight, credit/debit card machine, etc.) and passes our safety and emissions inspection. Below is a list of the different businesses you can go to have your vehicle hacked-up as a Street Hail Livery.

### **What is the required color for your Street Hail Livery Vehicle?**

The official color for the street hail livery is Apple Green, and the paint codes you'll need to give to your paint shop are the following: Dupont – GS028 or PPG – 502757 except for the trim or wrap your street hail livery in a vinyl wrap that matches the official color codes. Samples of paint color and code are to be submitted to the Chair for approval if not those specified.

**Do I need to remove the cloth/vinyl rooftop when hacking-up my vehicle?** If you currently have a cloth/vinyl top on your for-hire vehicle and plan to convert that vehicle to an SHL, you **do not** have to remove the cloth/vinyl rooftop or paint it green. A /vinyl rooftop can remain in its current color. If you chose to have the cloth/vinyl rooftop removed from your vehicle, you may do so at your own expense.

**Where can I buy the required LPEP system?**

Technology Service Providers (TSPs) are companies that can sell you an LPEP system. LPEP is the name we give to the technology package you'll have to install in your street hail livery. This technology package consists of a credit card machine, a GPS unit, a driver screen, and a passenger screen (the passenger screen is optional). This system will be linked with your taximeter and roof light. The following vendors are approved to install LPEP systems:

Name of LPEP Provider	Street Address	City	Zip Code	Phone Number
Creative Mobil Technologies LLC	11-51 47 <sup>th</sup> Ave.	Long Island City	11101	718-937-4444
VeriFone Inc.	37-03 21 <sup>st</sup> Street	Long Island City	11101	718-752-1656

**Where can I buy a taximeter and rooflight?**

The list below contains the phone number and address for taximeter shops that are licensed by the TLC and are available to install a taximeter and roof light for your street hail livery. Feel free to call each and shop around for the best price.

License #	Name of Meter Shop	Street Address	City	Zip Code	Telephone
MF023	STYLE MANAGEMENT CORP	518 WEST 44 STREET	Manhattan	10036	(212) 279-3166
MM002	CENTRODYNE CORP OF AMERICA	34 PARK STREET UNIT 6	Essex Junction	05452	(802) 857-5479
MM003	VERIFONE TRANSPORTATION SYSTEMS INC	37-03 21 STREET	Long Island City	11101	(718) 752-1656
MM004	PULSAR TECHNOLOGY SYSTEMS INC	27-20 42 ROAD	Long Island City	11101	(718) 361-9292
MP001	AMERICAN TAXIMETERS & COMMUNICATIONS INC	21-46 44 DRIVE	Long Island City	11101	(718) 937-4600
MP004	OLDEE TAXI INSTRUMENTS CORP.	24-50 47 <sup>th</sup> Street	Astoria	11103	(718) 482-6533
MP009	DOWNTOWN TAXIMETER SHOP, INC.	609 WEST 47 STREET	Manhattan	10036	(212) 757-3198
MP016	METROMETER SHOP INC.	37-03 21 STREET	Long Island City	11101	(718) 786-8585
MP028	MILLENIUM TAXIMETER CORP	48-02 VAN DAM STREET	Long Island City	11101	(718) 255-5730
MP029	521 WEST 21ST ST. MANAGEMENT CORP.	415 WEST 127 STREET	Manhattan	10027	(212) 665-4900
MP030	ABC TAXIMETER	10-02 46 AVENUE	Long Island City	11101	(718) 361-9265
MP033	A1 METER & SECURITY, INC.	393 MCGUINNESS BOULEVARD	Brooklyn	11222	(718) 389-2753
MP034	TRIZZ TAXIMETER REPAIR CORP.	520 WEST 44 STREET	Manhattan	10036	(646) 336-7625
MP037	WAILING,MANAGEMENT,INC.	3108 NORTHERN BOULEVARD	Long Island City	11101	(718) 472-1800
MP038	OLYMPIC METERSHOP LLC	22-10 JACKSON AVENUE	Long Island City	11101	(718) 361-3005
MP041	DYNAMIC REPAIRS INC	25-11 41 AVENUE	Long Island City	11101	(718) 392-1866
MP042	S & S MAINTANCE CORP.	514 WEST 44 STREET	Manhattan	10036	(212) 279-3166
MP043	FLATCODE COMMUNICATIONS INC.	1954 JEROME AVENUE	Bronx	10453	(718) 733-1220
MP044	HYBRID AUTO TECH INC	519 WEST 47 STREET	Manhattan	10036	(212) 582-8877
MP045	HYBRID AUTO TECH INC	12-04 44 AVENUE	Long Island City	11101	(718) 482-1414

**Where can I buy the required logos for the exterior of the vehicle and the Boro Taxi Bill of Rights? (The Bill of Rights is only needed if you do not have a screen installed in the back for the passenger)**

The list below contains the phone number and address (if they are located in New York State) for print shops that are authorized by us to sell the required street hail livery logos. If you do not have a passenger screen in the back of your vehicle (as part of the technology package), you will need to buy a Boro Taxi Bill of Rights. Feel free to call each and shop around for the best price.

Name of Print Shop	Building	Street	City	Zip Code	Phone Number
Taxicab Partitions, Inc.	14-15	Inwood Avenue	Bronx	10452	718-538-7272
American Taximeter & Communications	21-46	44th Drive	Long Island City	11101	718-937-4600
Downtown Taximeter Shop Inc.	609	West 47th Street	Manhattan	10036	212-757-3198
Oldee Taxi Instruments, Corp.	24-50	47 <sup>th</sup> Street	Astoria	11103	718-482-6553
Decal Techniques	25	Mahaw Street	Babylon	11704	800-735-3322
DMP Company, Inc.	447	10th Avenue	Manhattan	10001	212-564-4275
ABC Meter Shop, Inc.	10-02	46th Avenue	Long Island City	11101	718-361-8515
Metershop, Inc.	37-03	21st Street	Long Island City	11101	917-359-1868
521 West 21st Management Corp.	415	West 127th Street	Manhattan	10027	212-665-4900
Plastic-Craft Products Corp.	744	West Nyack Road	West Nyack	10994	845-358-3010
Star Paper, LLC	174	5th Avenue	Manhattan	10010	212-462-4800
Trizz Taximeter Repair Corp.	520	West 44th Street	Manhattan	10036	646-336-7625
Custom Shields, Inc.		P.O. Box 456	Southeastern	19399	484-367-7201
New Star Taxi Meter	12-04	44th Avenue	Long Island City	11101	917-681-2044
Pioneer Graphics, Inc.	37	Sarah Drive	Farmingdale	11735	718-898-1111
Dynamic Repairs	25-11	41st Avenue	Long Island City	11101	718-392-7866
Olympic Metershop, LLC	22-10	Jackson Avenue	Long Island City	11101	718-361-3005

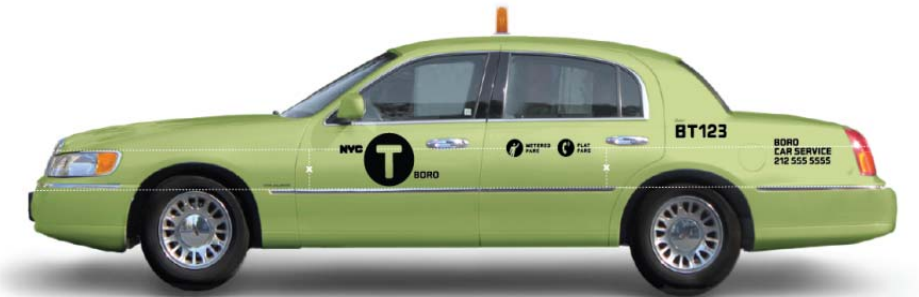
The pictures below, and on the next page, show where you, or your print shop, must place the logos based on the type of vehicle you own. Please make sure that the logos on your street hail livery match the pictures below.

\*Please note: the markings for your street hail livery base's contact information (their name and phone number) are optional. However, your street hail livery base may require you to display these markings in order to affiliate with them.

### Sedan



### Town Car



**Minivan**



**SUV**



**Street Hail Livery Exterior Markings (Specifics):**

Inscription	Location on Vehicle	Size	Required/Optional
Two Street Hail Livery logo decals consist of the large T-dot, NYC, and BORO exactly as positioned in the provided file. Non-detachable only.	Both front doors – centered left to right – and located in the upper half of the flat surface between the door trim and the door handle – and parallel to the door trim.	21.7 x 11 inches	Required
Two Rate of Fare decals depicting the hail icon with “Metered Fare” and the call-ahead icon with “Flat Fare” exactly as positioned in the provided file. Non-detachable only.	Both rear doors – centered left to right – and aligned horizontally on center with the top horizontal bar of the ‘T’ in the T dot, and parallel to the door trim.	19 x 3.8 inches	Required
Two License Number decals. Non-detachable only.	High in the rear quarter panel below the window line, and as close to the rear door as possible.	2.5 inches high NYC Taxi Font	Required
Two Accessible Markings Non-detachable only.	The smaller marking must be located on the D-pillars of a minivan, on both sides of the accessible vehicle, and visible to passengers entering the accessible vehicle. The large marking must be located on the front hood of the vehicle centered left to right.	Small Marking: 4 x 4.725 inches  Large Marking: 7.8 x 9 inches	Required for Accessible Vehicles
Clean Air Marking Non-Detachable only.	Located on the exterior of the C-pillars of a sedan or an SUV or on the exterior of the D-pillars of a minivan, on both sides of vehicle, and will be visible to passengers entering the clean air vehicle.	4 x 4 inches	Decal required if vehicle qualifies as a Clean Air Vehicle under the NYC Administrative Code
Base Station Name and Telephone Number decals. Semi-permanent adhesive sticker.	In letters and numerals approximately 1.5 inches high in one location on the rear panel of the vehicle, at least six inches above the bottom of the rear of the vehicle, and on both sides of the vehicle. Or, in letters and numerals approximately 1.5 inches high located on both the rear doors below the Rate of Fare decals and at least six inches above the bottom of the door. Or, located both on the doors and rear panels of the vehicle.  See samples above	Recommended: 1.5 inches high NYC Taxi Font  If you choose your own font and graphics: Base Station decal no bigger than 18 inches wide x 8 inches high	Optional
Vision Zero Safety decal (Turning Safety Reminder Sticker)	Inside of front windshield, center behind rearview mirror.	The size of the decal will be determined by the Commission.	Required

# Boro Taxi Passenger's Bill of Rights

## For street hail trips...

- A boro taxi driver may pick you up anywhere in New York City except in Manhattan below E96th Street and below W110th Street and at JFK and LGA airports.
- A boro taxi driver must take you to any destination in New York City, Westchester County, Nassau County, and Newark Airport.

Contact 311 to search for lost property, file a complaint or pass along a compliment for good service.



## As a boro taxi passenger, you have the right to:

1. Ride in a car that is clean, in good condition, and has passed all required inspections.
2. Be driven by a TLC-licensed driver in good standing whose license is clearly displayed, obeys all traffic laws, and does not use a cell phone while driving.
3. Pay a metered fare for trips that start on the street, with the option to pay for your ride with a credit or debit card.
4. Receive the discounted E-Z Pass rate at all toll crossings that accept it.
5. Receive a fare quote for call-ahead trips and pay that amount for your ride (unless the trip changes).
6. A quiet trip, free of horn-honking and audio/radio noise.
7. Direct the route taken: the most direct route or a route you choose.
8. Air conditioning or heat on request and clean air that is smoke and scent free.
9. Working seatbelts for all passengers – please use them!
10. Not share a ride, unless you want to.
11. Be accompanied by a service animal.
12. Decline to tip for poor service.
13. Request a wheelchair-accessible vehicle and be provided with equivalent service.