

COMMUTER VAN PASSENGER'S BILL OF RIGHTS

Call 311 to contact the TLC with any compliments or complaints about your ride.



Michael R. Bloomberg
Mayor

Taxi & Limousine
Commission

David Yassky
Commissioner/Chairman

You have the right to:

1. Ride in a van that is clean, in good condition, and has passed all required inspections
2. Working seat belts for all passengers-please use them!
3. Be driven by a TLC-licensed driver in good standing, with his/her TLC driver's license on display
4. A safe and courteous driver who obeys all traffic laws
5. A knowledgeable driver who is familiar with the areas where the van is authorized to provide service
6. A quiet trip, free of horn-honking and audio/radio noise
7. Receive a fare quote from the dispatcher and pay that amount for your ride
8. A driver who does not use a cell phone while driving (hands-free phones are not permitted)
9. A smoke and scent free ride
10. Air-conditioning or heat on request
11. Be accompanied by a service animal
12. Decline to tip for poor service