



## NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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## INDUSTRY INFORMATION | INDUSTRY NOTICES

FOR IMMEDIATE RELEASE

Industry Notice #00-25

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### TLC DIRECTS LIVERY BASE OWNERS TO FAMILIARIZE DRIVERS WITH DIGITAL CAMERA OPERATION PROTOCOLS

For the safety of all drivers of all for-hire vehicles equipped with digital security cameras, the New York City Taxi and Limousine Commission (TLC) directs all livery base owners to familiarize the drivers of camera-equipped vehicles with the protocols to be followed in the event a crime occurs.

- **In the event of a crime, the driver should immediately call 911 or go directly to the nearest Police Precinct. DRIVERS SHOULD NOT CONTINUE TO WORK UNTIL THE POLICE ARE NOTIFIED.**
- If possible, when a crime is in progress, or immediately thereafter, the driver should press the emergency camera button on the dashboard. This will permanently store and protect 15 digital images prior to the emergency and 15 images after the button is pressed. This will ensure that the Police can retrieve the photos of the perpetrator(s) of the crime.
- It is important to note that, if the emergency button is not pressed, the images will still be captured, but may be overwritten if the driver continues to work.
- Camera systems should be checked daily by the driver or owner to ensure that the green light on the dashboard flashes five times when any door is opened. If the light is red in color, you should report directly to a camera installation facility or authorized camera repair shop to have the unit checked or reset.
- All drivers and owners should be fully knowledgeable about the operation of the camera unit installed in their vehicle. Refer to the instructions issued at the time of installation. Further questions can be directed to the installation facility or manufacturers. They can be reached at the following toll-free telephone numbers: **Raywood/Snapshot Camera – 1-877-974-8880; VerifEye Camera – 1-888-VERIFEYE (1-888-837-4339).**
- **Remember, for your safety, your camera must be in good working condition, and you must contact the Police immediately in the event of a crime.**