



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

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TLC NEWS | PRESS RELEASES

FOR IMMEDIATE RELEASE

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TLC REINVENTS PASSENGER BILL OF RIGHTS IN NEW TAXI PASSENGER INFO STICKER

Passengers' rights are at the driving force behind the New York City Taxi and Limousine Commission's (TLC) newly redesigned Passenger Information Sticker. The TLC today offered a first look at the revamped consumer tool, which offers an expanded Taxi Rider's [Bill of Rights](#), new safety messages, and highlights the City's new central, all-purpose phone number for all non-emergency services - 311.

For the first time, passengers will see such important passenger information as the prohibition against drivers' use of both hands-free and handheld wireless telephones, and the facts behind mandatory E-Zpass usage in taxicabs. Rider will also receive strong encouragement to buckle their seat belts for safety, exit at curbside, and watch for bicyclists while exiting. The new sticker also covers such important topics as the metered rate of fare, out-of-town and airport trip formulas, and includes prominent reminders for passengers to take their receipts and remember their belongings as they exit. Today's first look at the redesigned sticker coincides with the date by which all taxicabs must either disconnect or remove the celebrity talking taxi device.

"This new, easier to read sticker will provide everything a taxicab passenger needs to know to facilitate a safe, easy and convenient taxicab ride," said TLC Commissioner/Chair Matthew W. Daus. "I hope passengers will see this user-friendly sticker as a valuable resource that provides important information, while also serving as a gateway to such other customer service tools as the City's 311 Citizen Service Center, and the TLC's web site at www.NYC.gov/taxi."

While it is currently in the production stage, it is planned that the sticker would be distributed to taxicab owners within the next month.