

What to look for

Outside a Car



New Livery Car Decal

Look for the TLC decal on the rear quarter windows. This means the car is licensed. The decal has information about the car and its car service.



Livery Car - side view

Look for the TLC decal on the **rear quarter windows**.

Stickers on **side of car** must have:

1. The car service's name
2. The car service's license no.
3. The car service's telephone no.



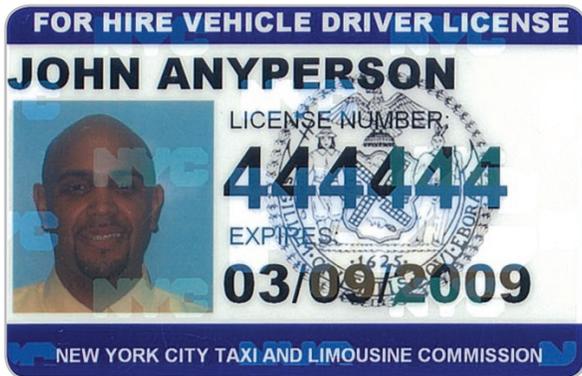
Livery Car - back view

Look for the TLC decal on the **rear quarter windows**.

Stickers on **back of car** must have:

1. The car service's name
2. The car service's license no.
3. The car service's telephone no.

What to look for **Inside a Car**



TLC Driver License

The TLC driver's license should be located behind the driver seat where it is easy for you to see.



TLC Car License

The TLC Car's license should be located behind the driver seat where it is easy for you to see.

LIVERY PASSENGER'S BILL OF RIGHTS

YOU MUST CALL A CAR SERVICE TO TAKE THIS CAR. STREET HAILS ARE NOT ALLOWED.

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



You have the right to:

1. Ride in a car 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 quiet trip, free of horn-honking and audio/radio noise
6. Receive a fare quote from the dispatcher and pay that amount for your ride (unless you change the trip)
7. A driver who does not use a cell phone while driving (hands-free phones are not permitted)
8. A smoke and scent free ride
9. Air-conditioning or heat on request
10. Not share a ride, unless you want to
11. Be accompanied by a service animal
12. Decline to tip for poor service

Livery Passenger's Bill of Rights

The Livery Passenger's Bill of Rights should be located behind the front passenger's seat where it is easy for you to see.