

Protect Your TLC License

If you are on-duty, you must pick up passengers, regardless of their race, ethnicity, gender, sexual orientation, disability, or destination.



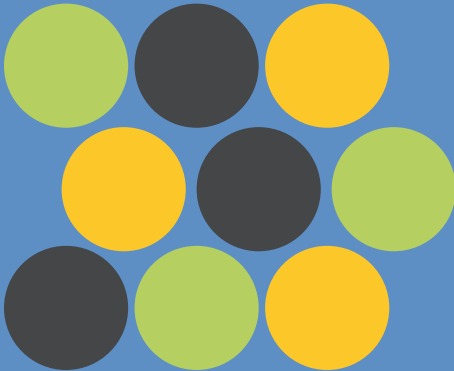
Providing service to everyone is the right thing to do, helps you bring home more money, and protects your TLC Driver License.



Refused by a taxi or app driver?

Refused by a taxi or app driver, or see someone else refused service? We want to know.

It's quick and easy, just use 311 via phone, online or app and provide the date, time, and location. If possible, provide the medallion or license plate number and driver information, and we will do the rest.



TLC can only take action when you report a service refusal. Together, we can prevent this from happening to someone else.



DIAL
311

Refused by a taxi or app driver?



“If you are refused by a yellow taxi, make sure you get the medallion or plate number, record the time, and report it to 311 so the TLC can investigate. If you are denied by a dispatched black car app driver, a lot of the information is sent to you on your phone—the driver information, the vehicle information—so you can report it. If you are asked to testify in a hearing, you can call in via phone.”

– Malcolm Cain, TLC



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