



**Taxi & Limousine  
Commission**

# **Taxi and Limousine Commission (TLC)**

## **Driver Education**

# **Course & Exam Study Guide**

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**May 2019**

# **Free**

Available online at:

[www.nyc.gov/tlcdrivereducation](http://www.nyc.gov/tlcdrivereducation)

**tlc** NYC TLC  
**edu** Education  
Services Unit

This guide will help you understand topics that are covered on the TLC Driver License Exam. It is meant to complement your classes and study materials. You may also want to travel throughout New York City to see what different streets, highways, and landmarks look like in person.

## Keywords and Abbreviations

### Highways

Highways	Hwy
Bridge	Brdg
Expressway	Expwy
Parkway	Pkwy
Thruway	Thwy

### Numericals

First	1st, 21st, 31st...
Second	2nd, 22nd, 32nd...
Third	3rd, 33rd, 43rd...
Fourth ~ Tenth	4th, 5th, 6th...
*Exception 11, 12, 13 are 11th, 12th, 13th	

### Roads

Road	Rd
Street	St
Avenue	Ave
Boulevard	Blvd

### Directions

North	N
South	S
East	E
West	W

### Places

New York State	NYS
New York City	NYC
Manhattan	MN
Queens	Qns
Bronx	BX
Staten Island	SI
Brooklyn	BK

### Vehicles

Yellow Medallion Taxicab	Taxi
For-Hire Vehicle	FHV
Street Hail Livery	SHL

Terms Highlighted in this guide can be found in the TLC Glossary of Terms:

[العَرَبِيَّة \(Arabic\)](#)

[বাংলা \(Bengali\)](#)

[中文 \(Simplified Chinese\)](#)

[English](#)

[русский \(Russian\)](#)

[Español \(Spanish\)](#)

[وُردُا \(Urdu\)](#)

### Boroughs and Counties

Manhattan	New York County
Brooklyn	Kings County
Queens	Queens County
Bronx	Bronx County
Staten Island	Richmond County



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# Introduction

The TLC Driver License Exam is a licensing requirement and helps prepare you to do the job of driving for hire. The TLC Driver License exam has of 80 multiple-choice questions. You have two hours to complete the exam. The passing score is 70% (or answer 56 questions correctly).

The exam will test you on:

1. Government
2. Licensing
3. Vehicle Requirements
4. Operations: Passenger Solicitation
5. Operations: Customer Service and Service Refusal
6. Accessible Dispatch Rules
7. Comply with Laws: Proper Conduct
8. Complying with Laws: Vision Zero & Safety
9. Penalties and Special Driver Penalty Programs
10. New York City Geography

TLC Rules and Regulations are written in the following chapters.

Chapter 80. These are rules for drivers of Yellow Medallion, Green Street-Hail Livery, and FHVs, or For-Hire Vehicles (this includes Livery, Black Car, and Luxury Limousines)

Chapter 53: Accessible Dispatch Rules. These rules explain what drivers must do when operating Wheelchair Accessible Vehicles.

# 1. Government

Listed below are government agencies that work in the driving community. Each agency has a different role and drivers should understand what responsibility each has.

## Agencies



- **Taxi & Limousine Commission (TLC)** is the city agency responsible for licensing taxicabs, street hail liveries, and for-hire vehicles. This is the agency for regulating drivers in New York City.



- **New York State Department of Motor Vehicles (DMV)** is the state agency responsible for testing and licensing of drivers in the State of New York. This agency conducts road tests and written examinations to license drivers. For drivers, they must have a Class E Chauffeur's license from this agency before applying to get a TLC license.



- **Office of Administrative Trials and Hearings (OATH)** is the city agency responsible for court proceedings, summonses, and issuing rulings for driver violations in New York City. For drivers, this agency issues rulings on violations a driver has committed.



- **New York City Department of Transportation (DOT)** is the city agency responsible for the construction and maintenance of city streets. They determine where vehicles are permitted to drive, park, idle, etc.



- **Port Authority of New York and New Jersey (PANYNJ)** is an interstate agency that manages regional transportation between the State of New York and the State of New Jersey. They operate bridges, tunnels, airports, and seaports in both states.

## 2. Licensing

Drivers should know the different types of licenses needed to drive. Each license has different requirements.

### Different types of licenses

- DMV License: You are required to get a Class E Chauffeur's License from the New York State Department of Motor Vehicles or an equivalent out of state license with an abstract.
- TLC Driver License: You are required to get a TLC Driver License if you want to drive a Yellow Medallion Taxi, a Green Street-Hail Livery, or FHV.
- TLC Vehicle Licenses: there are different licenses for different types of TLC Vehicles. This includes Yellow Medallions Taxis, Green Street-Hail Liveries, and FHVs. The vehicle needs a specific license plate in order to operate in the city.

**Requirements for a TLC License:** You must meet or have the following to obtain and maintain a license:

- Meet the Age Minimum
- Have Valid Identification
- Have a Chauffeur's License
- Have a Summary of Driving Record
- Be familiar with New York
- Have Physical and Mental Fitness for the Job
- Pass a Drug Test
- Get Fingerprinting for the Purpose of Determining Good Moral Character
- Agree to Payment of Fees
- Agree to Accept Legal Notices or Processes
- Receive the following training:
  - Defensive Driving Course
  - Authorized Driver Education Training
  - Authorized License Renewal Course
  - Wheelchair Passenger Assistance Training
  - Sex Trafficking Awareness Training
- Have a Valid Address and E-mail Address
- Notify TLC of Material Changes in the Application



(Read *TLC Rules Chapter 80-04* for more information)

### Term of TLC License

- You should know the length of a License Term and Renewal License Term, When to File for Renewal, and lastly what do you for Suspended Licenses.



(Read *TLC Rules Chapter 80-06* for more information)

### Denial of TLC License

- You should know what Fit to Hold a License means, the reason for Denial of Application and what Banning is.



(Read *TLC Rules Chapter 80-08* for more information)

### Maintenance of TLC License

- You should know the responsibilities and consequences involved with a TLC license specifically, Loss or Theft of a License, Restrictions on a License, Alterations made to the license, and Readability of license.



(Read *TLC Rules Chapter 80-10* for more information)

### 3. Vehicle Requirements

TLC licensed drivers can choose three types of vehicles to drive. Each type has different required items to drive. There are rules that apply to all of the vehicle types too.

Types of Vehicles		
Yellow Medallion Taxicab	Street Hail Livery (SHL) / Green Taxi / Boro Taxi	For-Hire Vehicle (FHV), Livery, Black Car, Luxury Limousine
All REQUIRE a DMV (Class E) Chauffeur's License and TLC Driver's License		
Taxicab Vehicle License Plate	SHL Vehicle License Plate	FHV License Plate
Can drive in all 5 boroughs	Can drive in all 5 boroughs, Exclusionary Zones and Hail Zones apply	Can drive all 5 boroughs, Hail Exclusionary Zones apply

#### Operation and Condition

- As a driver you are responsible for your conduct and maintaining your vehicle in compliance with rules including what 3-minute Idle and Clean and Visible Identification mean.
- Specific rules do not allow drivers to use or display items that could affect driving; drivers must understand these rules:
  - What unauthorized Equipment in Taxicabs and Street Hail Liveries are
  - What Unauthorized Signage is
  - What the Proper Use of Electronic Devices in Taxicabs / Street Hail Liveries / For-Hire Vehicles is

 (Read *TLC Rules Chapter 80-22* for more information)

#### Required Items in For-hire Vehicles (FHV)

- For-hire Vehicle drivers must have specific Licenses and Certificates visible, Trip Records available, and know what provide a Clear View for Passengers is.

 (Read *TLC Rules Chapter 80-24* for more information)

#### Required Items in Taxicabs (Medallion) and Street Hail Liveries (SHL)

- Taxicabs and Street Hail Livery drivers must have a TSP, TLC Driver License and, Rate Card displayed. Driver must also have NYC street map or GPS device and know what a Clear View for Passengers is.

 (Read *TLC Rules Chapter 80-23* for more information)

#### TSP Operation

- Drivers should know how to use a TSP device, specifically what the Unavailable Procedures are, and the steps for a TSP Malfunction when the device is not working.

**Rate Code 1** – Standard City Rate

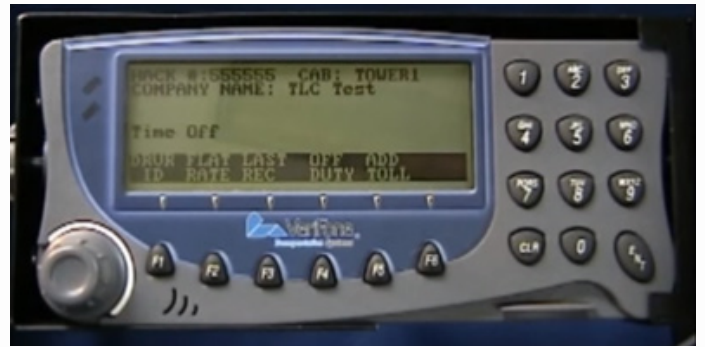
**Rate Code 2** – JFK Airport

**Rate Code 3** – Newark Airport

**Rate Code 4** - Out of City Rate to Nassau or Westchester

**Rate Code 5** – Out of City Negotiated Flat Rate

**Rate Code 6** – Group Ride



**i** (Read *TLC Rules Chapter 80-25* for more information)

## 4. Operations: Passenger Solicitation

Drivers should know what charges are added and why they are added. Drivers should know how to pick up passengers by the type of vehicle and what a passenger can ask for.

### Rates, Charges, and Payment

Standard City Rate	\$2.50 initial charge + 50¢ per 1/5 mile or 50¢ per 60 seconds in slow traffic or when the vehicle is stopped.
JFK (from Manhattan)	\$52 flat fare + tolls + 50¢ MTA Surcharge + 30¢ Improvement Surcharge ( + Rush Hour Surcharge ) + tolls.
Newark	Metered fare + \$17.50 Newark Surcharge + roundtrip tolls + 30¢ Improvement Surcharge.
Out of City - Nassau	Metered fare until City limit, then double the metered fare until the destination + roundtrip tolls + 50¢ MTA Surcharge 30¢ Improvement Surcharge.
Group Ride	\$3.00 per person + 50¢ MTA Surcharge that <b>one</b> person pays.

- Drivers should know regulations and penalties for:
  - Overcharging
  - Making Change
  - Non-Paying Customers
  - Credit Card / Debit Card Payments
- Drivers should know the payments regulations for Taxi and Street Hail Livery Drivers taking Trips Beyond the City.
- Drivers should be familiar with the:
  - MTA Tax
  - Taxicab and Street Hail Livery Improvement Surcharges
  - E-Payments for Taxicabs and Street Hail Livery

## Surcharges

	MTA Surcharge	Improvement Surcharge	Rush Hour Surcharge	Night Surcharge	Newark Surcharge
When?	All trips in a Taxicab or SHL in NYC or that start or end in these counties: Dutchess, Orange, Putnam, Rockland or Suffolk	All trips in a Taxicab or SHL	4pm to 8pm on weekdays, not including holidays	8pm to 6am Everyday	Trips to Newark Airport
How much? \$	50¢	30¢	\$1.00 (\$4.50 for JFK)	50¢	\$17.50


 (Read *TLC Rules Chapter 80-17* for more information)

### General Rules During Operation of a Vehicle

- Drivers must know these rules:
  - No Smoking in vehicles
  - No Marketing to Passengers
  - No Weapons in vehicles
  - No Taxicab subleases
  - No Horn Honking - Except in emergencies



- Drivers should know the specifics of the following rules:
  - Locking Vehicle Doors
  - E-Z Pass Rules
  - Overloading Vehicle
  - Use of Front Seat
  - Courtesy
  - Parking at a Livery Base
  - Nuisance Behavior at a Base

 (Read *TLC Rules Chapter 80-15* for more information)

### **Passenger and Driver Safety**

- Drivers are subject to Annual Drug Testing and if necessary, Drug Testing for Cause.
- Results of a Drug Test can affect your TLC application.
- Drivers should be familiar with the regulations and penalties associated with the violations listed below.
  - Reckless Driving
  - Driving While Impaired
  - Fatigued Driver Prevention Rules
  - Use of Electronic Communication Device
  - Serious Crashes

 (Read *TLC Rules Chapter 80-14* for more information)

### **Solicitation and Engagement of Passengers**

This section covers what drivers can and cannot ask of Passengers during the trip; Drivers should know what is allowed for each type of vehicle and the associated rules.

#### **Taxicabs: Limits on Driver Solicitation of Passengers**

- Drivers should understand where and how to pick up passengers remove specifically:
  - When you can pick up additional passengers.
  - Where you cannot pick up passengers on an E-Hail application.
  - When you can pick up passengers while Off-Duty.

#### **Street Hail Liveries: Limits on Driver Solicitation of Passengers**

- SHLs are subject to Exclusionary Zones and Hail Zones, you should know what these areas are and what they limit for SHLs.
- Drivers should understand where and how to pick up passengers and not to pick up passengers, specifically:
  - When you can pick up additional passengers.
  - When you can pick up passengers while Off-Duty.

## For-Hire Vehicles: Limits on Driver Solicitation of Passengers

- FHVs are subject to Hail Exclusionary Zones and not requiring rides to be shared. Drivers should know:
  - Where the Hail Exclusion Zone is for FHVs.
  - What the restrictions for No Required Ride-Sharing are.

## Drivers should know the regulations for Taxi Stands and Relief Stands and Passenger Pick Up at Airports and Terminals for Taxicabs and For-Hire Vehicles specifically:

- Where, how, and who can pick up at airports.
- Where, how, and who can pick up at taxi stands.
- The different kinds of stands and who can use them.

 (Read *TLC Rules Chapter 80-19* for more information)

## Passenger Requests – Reasonable Passenger Requests

- Drivers should be aware of the requests passengers are allowed to make:
  - Changing Destinations
  - Loading luggage
  - Producing receipts
  - Adjusting audio
  - Adjusting Air Conditioning/Heat
  - Providing License Upon Request

 (Read *TLC Rules Chapter 80-16* for more information)

## Driving outside of NYC


- Drivers should understand when a driver from outside NYC may drive in the five boroughs and what activities that driver may do.
- TLC drivers should understand the rules when driving outside NYC.
  - Where they can drive outside NYC.
  - When they can drive outside NYC.
  - Why drivers can drive outside NYC.
  - What they can do when driving outside NYC.

 (Read *TLC Rules Chapter 80-21* for more information)

# 5. Operations: Customer Service and Service Refusal

Service Refusal is a serious offense. TLC licensed drivers are required to transport passengers. Drivers must accept trips from passengers with mobility aids, service animals, attendants, and luggage. Drivers must assist passengers with luggage.


## Refusing Passengers

- Drivers should know they must accept passengers under Mandatory Transport, especially passengers with:
  - Mobility Aids
  - Service Animals
  - Attendants
  - Luggage
- Passengers using
  - E-Hail Applications
  - Accessible Dispatch
-  Drivers should know the specifics and limited times of when they are permitted to refuse to transport a passenger (REVIEW CAREFULLY; Read **TLC Rules Chapter 53**)

 (Read *TLC Rules Chapter 80-20* for more information)

## Lost Property

- Drivers should know the procedures for reporting and the Handling of Lost Property.
- Drivers should understand why TLC requires Inspections Following Trips to and from Airports.

 (Read *TLC Rules Chapter 80-18* for more information)

## 6. Accessible Dispatch Rules

Accessible Dispatch is the program for Wheelchair Accessible Vehicles (WAV) operated by Taxicabs and Street Hail Liveries to service passengers; all drivers should know the rules and services offered.

### Rates, Charges, and Payments

Dispatch Fee Schedule for All Pick-Up Locations	
Maximum Distance (Miles)	Dispatch Fee
Up to 0.5	\$15
0.5 - 1	\$20
1 - 1.5	\$25
1.5 - 2	\$30
More than 2	\$35


Other Fees	
Passenger No-Show Fee	Fee above plus \$10
Cancellation Fee	Fee above minus \$5
Necessary Tolls	Added to fee above a EZ-Pass rate

<https://accessibledispatch.org/driver/>

 (Read *TLC Rules Chapter 53-09* for more information)

### Trip procedure

- Drivers must accept trip offers and cannot cancel it once the trip is accepted.
  - Please review **On Duty Unavailable Code** rules.
  - Drivers should know the **No Show Rules**.
- Drivers should assist passengers and help load mobility devices into the vehicle.
- Drivers must properly secure the passenger using the 4 point system before turning on the meter.
- Drivers should know when to start the meter.
- Please review the **no parking**, **no standing**, and **no stopping** rules for loading and unloading passengers from a WAV.

 (Read *TLC Rules Chapter 53-06, 53-07, 53-08, and 53-10* for more information)

### Penalties

- Drivers should know the penalties specific for WAV and that they increase for each violation.

 (Read *TLC Rules Chapter 53-02* for more information)

### Malfunction

- Drivers should know the rules regarding broken equipment in a WAV and what steps to take to fix the issue.

 (Read *TLC Rules Chapter 53-06* for more information)

# 7. Comply with Laws: Proper Conduct

Drivers provide a public service and should know how to act towards the public when driving. Drivers should also know rules on all of the following subjects:


## Unlicensed Activity

- Drivers should know when an activity is unlicensed specifically, rules about Unauthorized Use and Unlicensed Use.
- Drivers should know the licensing needed to drive for hire and know expiration dates to keep licenses valid.

 (Read *TLC Rules Chapter 80-11* for more information)

## Proper Conduct

- Drivers should uphold all laws and Cooperate with Law Enforcement and the Commission. (For example: Drivers should know what documents to give law enforcement.)
- Drivers should know what activities are criminal and that drivers are responsible for reporting criminal activities to Law Enforcement and the Commission, specifically:
  - What Bribery is
  - What Fraud / Theft are
  - What Threats / Harassment / Abuse are
  - What Sexual Harassment is
  - What Sexual Contact is
  - What Sex Trafficking is
  - What Use or Threat of Physical Force is
  - What Threat or Harm to Service Animals is

 (Read *TLC Rules Chapter 80-12* for more information)

# 8. Complying with Laws: Vision Zero & Safety

## Crashes are Preventable

Vision Zero is the name for a set of New York City laws and rules that encourage safer driving, with the goal of making sure that there are no traffic crashes. As a TLC licensee your driving shapes the culture and etiquette on NYC's roads.

### Remember

- Speeding is the leading cause of serious crashes.
- 13% of all fatal and serious crashes involve a TLC licensee. (Approximately 1 out of 8 crashes)
- 1 in 4 (25%) pedestrian deaths and serious injuries are caused by a turning driver striking a pedestrian at a crosswalk.
- Left turns are three times more likely to kill or seriously injure a pedestrian than right turns.

Please know the following rules and vocabulary of Vision Zero:

### Drivers

- State law requires that all TLC licensed Drivers wear their seatbelts.
- Drivers cannot use cellphone, hand-free devices or electronic communication devices when driving.
- When a traffic signal is broken, treat the intersection like it is a four-way stop.

### Speed Limits

- The speed limit in NYC is 25 miles per hour (mph), unless otherwise posted.
  - (A pedestrian struck at 25mph is half as likely to be killed as one struck at 30 mph.)
- The speed limit on New York State highways is 55 mph or unless otherwise posted.
  - (Speeding is the leading cause of crashes that end in death in NYC.)
- A safe left turn is 5 mph.
  - (Turning drivers are always responsible for the safety of pedestrians in the crosswalk – no matter who had the light.)

### Turning

- Turning at a red light is illegal in NYC, unless otherwise posted.
- You may only make a U-Turn where street signs say it is legal to do so.
- You must always yield to pedestrians, especially when turning.

### Cyclists

- It is illegal to drive in the bike lane or bike box.
- Leave at least 3 feet between you and the cyclist in all directions.
  - (Cyclists need extra room to avoid potholes and opening doors.)
- Signal before pulling over to the curbside through the cycling lane.
- Slow down when approaching mixing zones and sharrows.

### Passengers

- Remind passengers to check for cyclists before exiting the vehicle.
  - (1 in 6 cyclist injuries happen due to dooring.)
- Passengers may only exit the vehicle on the curbside, not into the street.

### Buses

- No standing, no parking, no driving in a bus lane during hours of operation.
- You must stop your car when a school bus pulls over and turns on its flashing lights to let children pass.

## 9. Penalties and Special Driver Penalty Programs

TLC Rules and Regulations are to protect drivers and passengers by encouraging safe driving. Drivers should know the penalties for breaking a TLC rule and the specific penalties for the act. Drivers should understand the difference between **Mandatory Penalties** and **Discretionary Penalties**. Drivers should know what the Driver Penalty Programs are.

**Mandatory Penalties** – apply to the following violations that drivers should know:

- Overcharging Passengers
- Unjustified refusal to transport
- Additional fare for an assistant
- Refusal to transport passengers with a mobility device
- Asking for a destination before accepting the passenger

**Discretionary Penalties** – apply to any violation TLC chooses:

- License Revocation
- License Suspension – six months
- Fines up to \$1000

Drivers should know the procedures for Payment of Fines.

 (Read *TLC Rules Chapter 80-02* for more information)

### Special Driver Penalty Programs

Drivers should know the difference between the **Critical Driver's Program** and the **Persistent Violators of Driver's Rules Program**.


**Critical Driver's Program** – A DMV program that issues penalty points for driving violations that can result in any of the following:

- License Suspension
  - License Revocation
  - Review of Driver Fitness
- Drivers should know how points accumulate, the importance of the 15-Month period, and how points are added if one incident causes multiple violations.
  - Drivers should review the Defensive Driving Course and Point Reduction for a DMV License.

**Persistent Violators of Driver's Rules** – A TLC program that issues penalty points for driving violations that can result in Suspension if points are six or higher and Revocation if 10 or greater.


- Penalty points include DMV Critical Driver points and TLC Persistent Violators points.
- Drivers should know how the Persistent Violators of Driver's Rules determines points from a Single Incident with Multiple Violations.
- Discretionary Penalties can be applied in addition to an penalty listed in the program.

- Drivers should know how the **Point Reduction Course** works and how it can help drivers.

 (Read *TLC Rules Chapter 80-27* for more information)

## Traffic Laws and Miscellaneous

Drivers should know the Commission can add additional fines and penalties for violating New York State and/or New York City traffic laws for numerous rules.

 (Read *TLC Rules Chapter 80-13* for more information)

## Helpful Links:

[NYC Vision Zero Website](#)

[Drive Like Your Family Lives Here Video](#)

[Safety First: Vision Zero Video for Professional Drivers](#)

[Sex Trafficking Prevention Awareness Video](#)

[Accessible Dispatch Introductory Video](#)

[Service Refusal is Against the Law!](#)

[TLC Airport Hustling PSA](#)

[TLC Authorized Behind The Wheel Providers \(Map\)](#)

[Driving While Distracted/Portable Hand Free Device Course Information & Providers](#)

## Practice Exams:

[العَرَبِيَّة \(Arabic\)](#)

[বাংলা \(Bengali\)](#)

[中文 \(Simplified Chinese\)](#)

[English](#)

[русский \(Russian\)](#)

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TLC Glossary of Terms: **Highlighted** terms can be found in the glossaries

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## 10. Geography

# Manhattan

Knowing how to find a passenger's destination is an important part of being a successful driver. Even if you use a GPS or other navigation device, you will still need to know many facts about New York City streets and neighborhoods. You should be familiar with the following City geography:

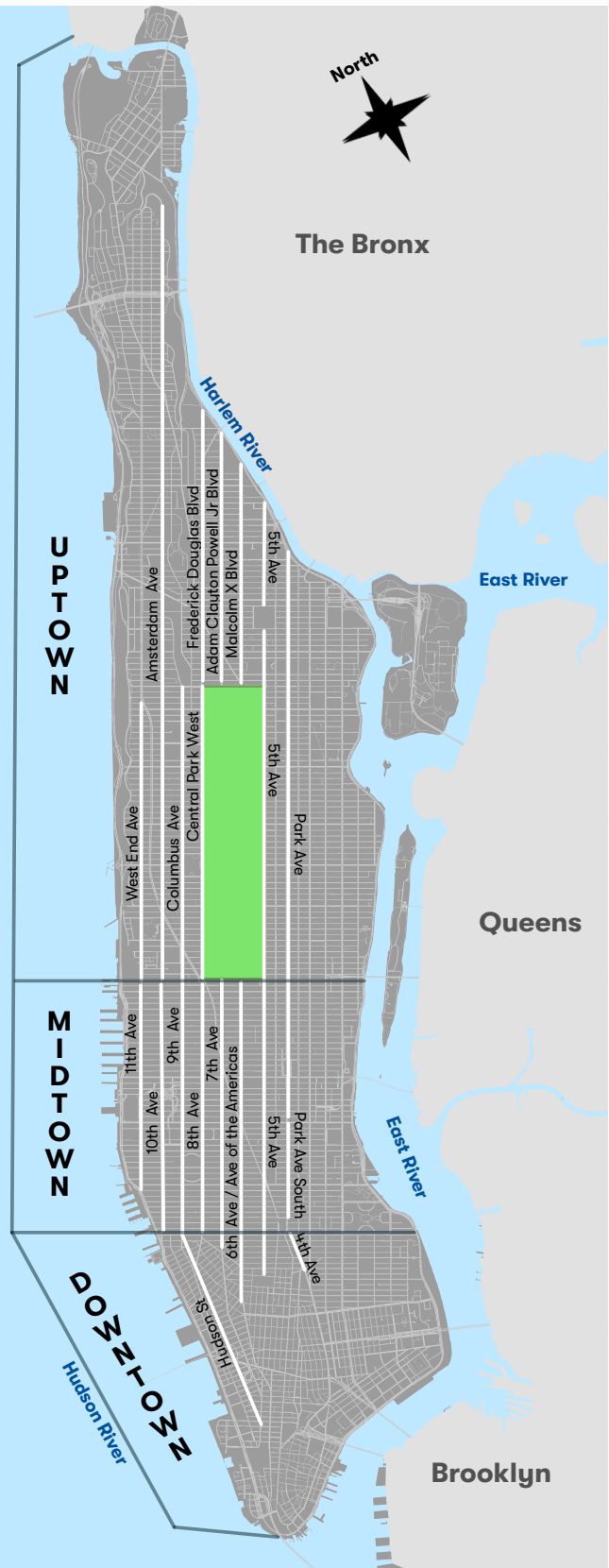
### Avenues

Avenues run North/South and the numbering increases as you drive West. For example, First Avenue is located on the East side and Eighth Avenue is located on the West side.

- Runs North: 1st, 3rd, Madison, 6th, 8th, and 10th Avenues.  
Runs South: 2nd, Lexington, 5th, 7th, 9th and 11th Avenues
- Park Avenue runs North and South

Many avenues change names, particularly at 14th, 59th, and 110th streets. For example:

- Park Avenue becomes Fourth Avenue below 14th Street
- 8th Avenue becomes Central Park West at Columbus Circle, then it becomes Frederick Douglass Boulevard at 110th Street
- 6th Avenue is also known as the Avenue of the Americas, and then becomes Malcolm X Boulevard above Central Park
- Hudson Street becomes 9th Avenue North of 14th Street



# Manhattan Major Streets

## Streets

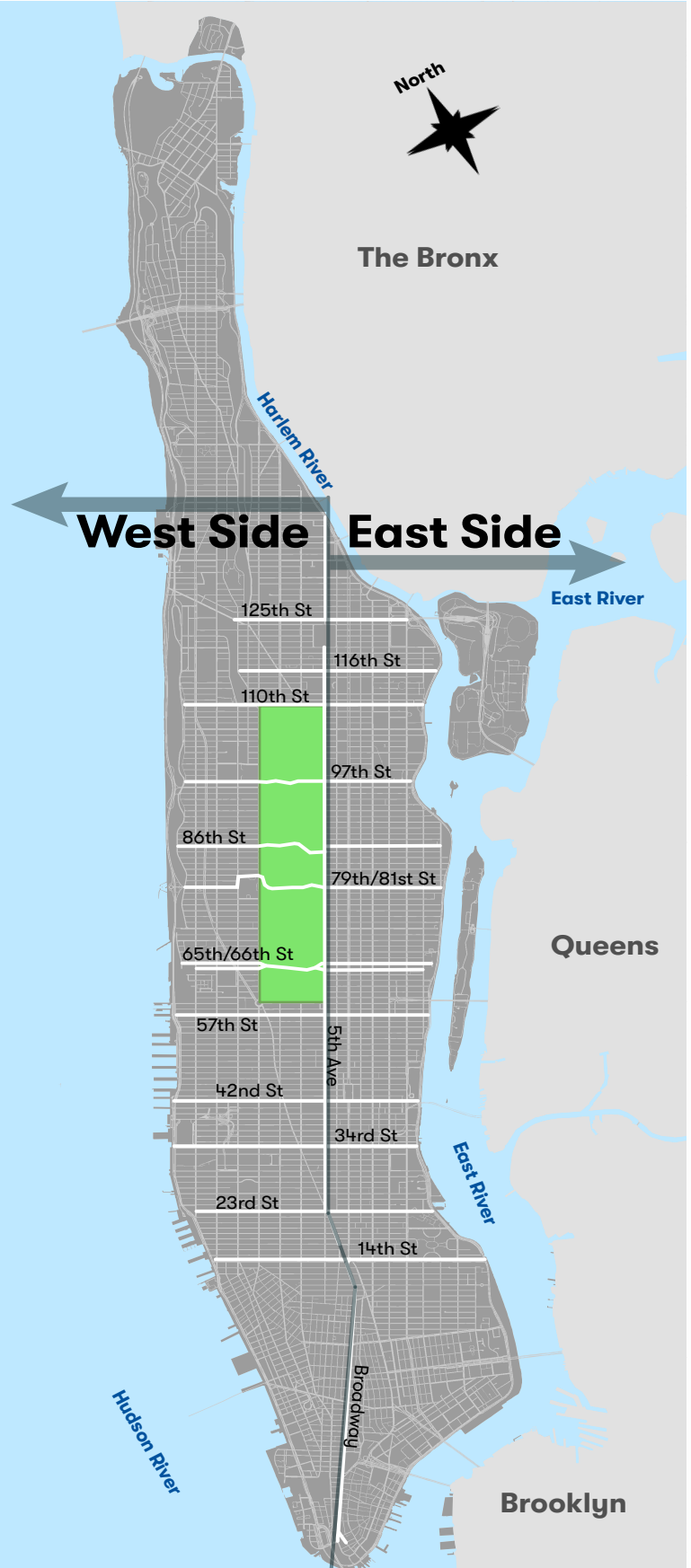
Streets run East/West and the numbering increases as you drive North.

Most streets only run in one direction.

- In general, streets in Manhattan run East if even numbered, and West if odd numbered
- Major cross streets such as 14th, 23rd, 34th, 42nd, and 57th run East and West
- 59th street is the boundary between Uptown and Midtown
- 14th street is the boundary between Midtown and Downtown

In Midtown Manhattan, Fifth Avenue is the dividing line between the East and West side. It runs **one way**, going downtown.

Broadway divides the East side and West side in Downtown Manhattan. It runs one way going downtown.



# Manhattan Major Highways

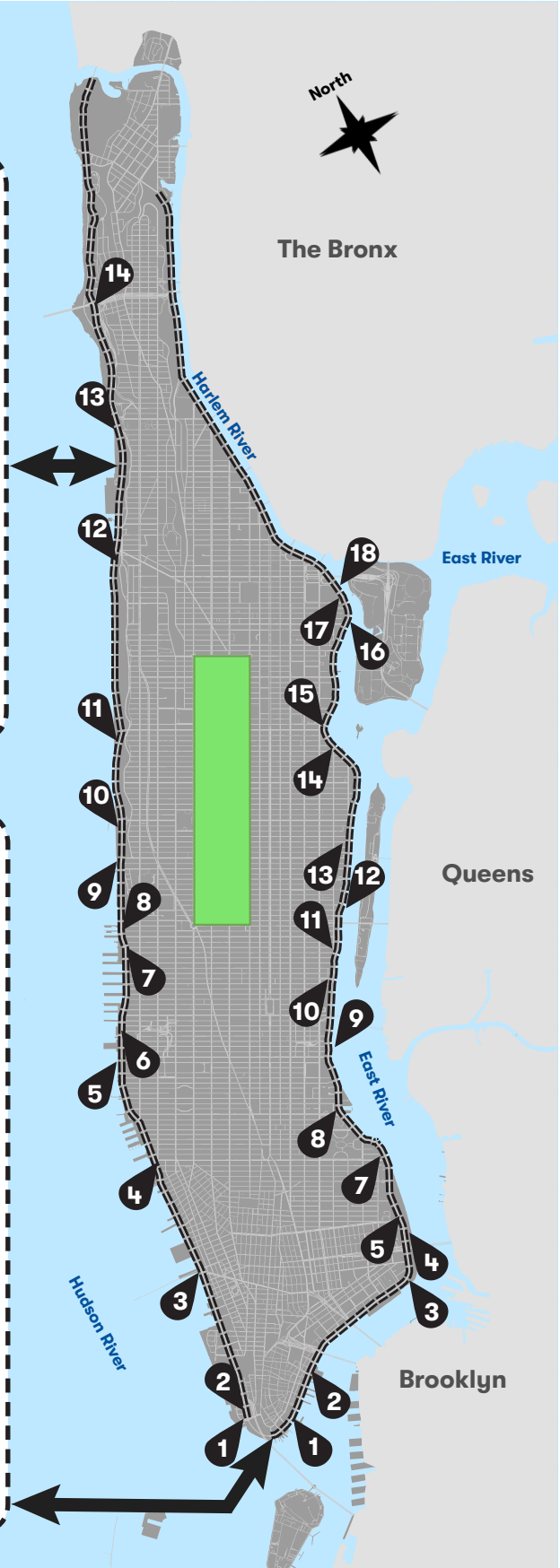
## Route 9A, West Side Highway, Joe DiMaggio Highway

- Route 9A, popularly known as the West Side Highway (Joe DiMaggio Highway) runs along the Hudson River.
- Exit 1 – FDR Drive North (Battery Park Underpass)
  - Exit 2 – Hugh Carey Tunnel to Brooklyn
  - Exit 3 – Canal Street / Holland Tunnel
  - Exit 4 – 10th Avenue Northbound
  - Exit 5 – West 30th Street / Lincoln Tunnel
  - Exit 6 – West 40th Street / West 42nd Street / Lincoln Tunnel
  - Exit 7 – West 56th Street / West 57th Street
  - Exit 8 – West 59th Street / Passenger Ship Terminal
  - Exit 9 – West 72nd Street / Riverside Boulevard
  - Exit 10 – West 79th Street / Boat Basin
  - Exit 11 – West 95th Street / West 96th Street
  - Exit 12 – West 125th Street
  - Exit 13 – West 158th Street
  - Exit 14 – I-95 / U.S. 1 / U.S. 9 / West 178th Street / George Washington Bridge / Cross Bronx Expressway

## Franklin Delano Roosevelt Drive (FDR)

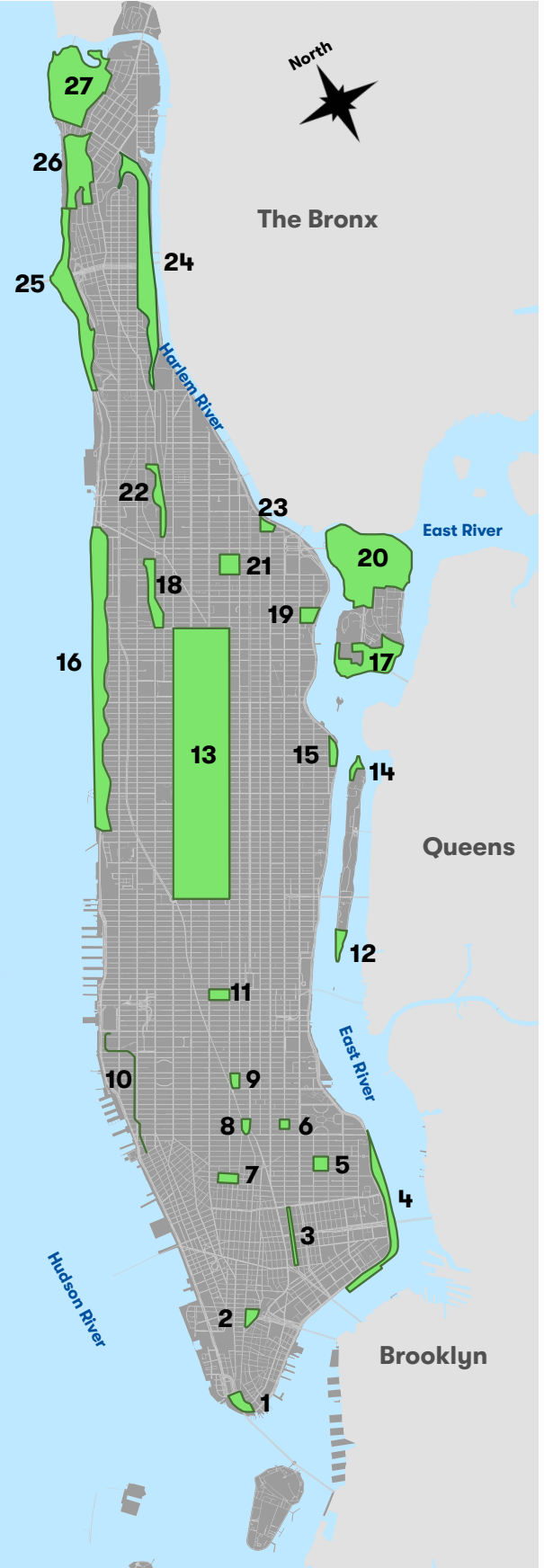
- The Franklin Delano Roosevelt (FDR) Drive\* runs along the East River.
- Exit 1 – South Street / Battery Park / Staten Island Ferry
  - Exit 2 – Brooklyn Bridge / Manhattan Civic Center
  - Exit 3 – South Street – Manhattan Bridge
  - Exit 4 – Grand Street – Williamsburg Bridge
  - Exit 5 – Houston Street
  - Exit 6 – Permanently Closed
  - Exit 7 – East 20th / East 23rd Streets
  - Exit 8 – East 34th Street / I-495 / Queens Midtown Tunnel
  - Exit 9 – East 42nd Street
  - Exit 10 – East 49th Street
  - Exit 11 – East 53rd Street
  - Exit 12 – East 61st Street / Ed Koch Queensboro Bridge
  - Exit 13 – East 71st Street / East 79th Street
  - Exit 14 – East 96th Street
  - Exit 15 – East 106th Street
  - Exit 16 – East 116th Street
  - Exit 17 – I-278 / Robert F. Kennedy (RFK) Bridge / Bruckner Expressway / Grand Central Parkway (GCP)
  - Exit 18 – Willis Avenue Bridge to I-87 North (Major Deegan Expressway)

\* The name changes to Harlem River Drive at 120th Street.



# Manhattan Parks

-  Parks
1. Bowling Green
  2. City Hall Park
  3. Sara D. Roosevelt Park
  4. East River Park
  5. Tompkins Square Park
  6. Stuyvesant Square
  7. Washington Square Park
  8. Union Square Park
  9. Madison Square Park
  10. The High Line
  11. Bryant Park
  12. South Point Park
  13. Central Park
  14. Lighthouse Park
  15. Carl Schurz Park
  16. Riverside Park
  17. Wards Island Park
  18. Morningside Park
  19. Thomas Jefferson Park
  20. Randall's Island Park
  21. Marcus Garvey Park
  22. St. Nicholas Park
  23. Harlem River Park
  24. Highbridge Park
  25. Fort Washington Park
  26. Fort Tryon Park
  27. Inwood Hill Park



# Manhattan

## Common Points of Interest

## Transit Hubs

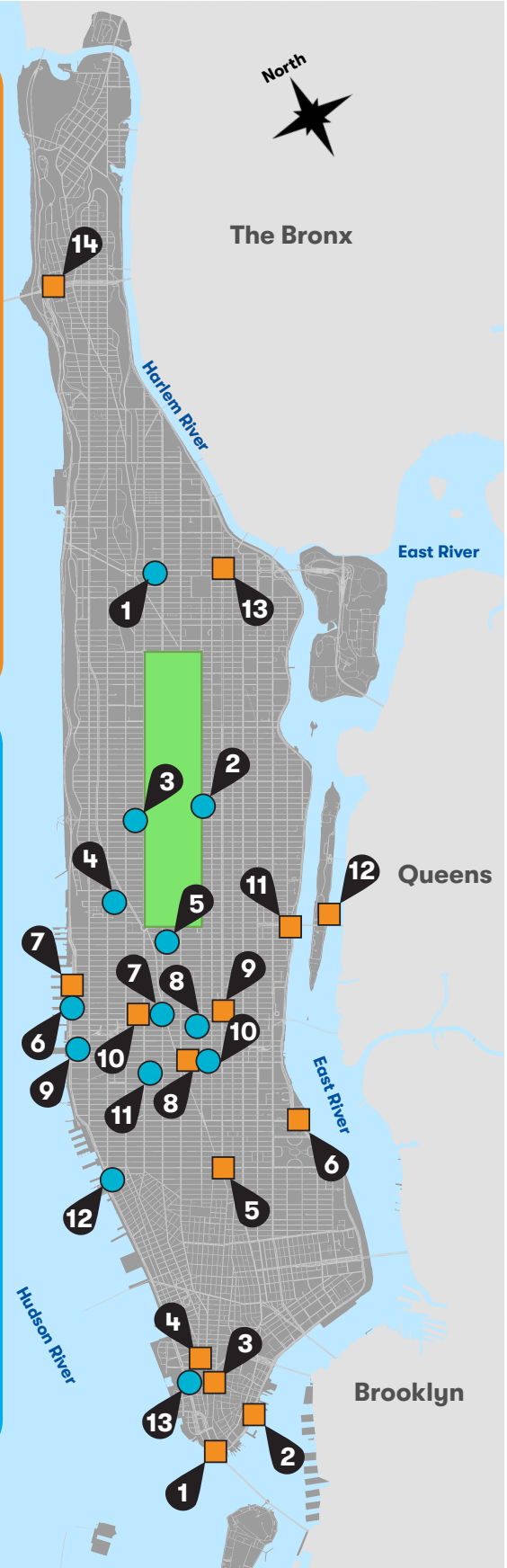
### Transit Hubs

1. East River Ferry (Wall St - Pier 11) - Gouverneur Ln at South St
2. East River Ferry (E 35th St) - FDR Dr at E 35th St
3. Fulton Center - Broadway at Fulton St
4. Downtown PATH Station (World Trade Center) - Greenwich St at Vesey St
5. Union Square - E 14th St at Broadway
6. East River Ferry (E 35th St) - FDR Dr at E 35th St
7. Manhattan Cruise Terminal - 711 12th Ave at W 48th St
8. Midtown PATH Station - Herald Square, 6th Ave at W 33rd St
9. Grand Central Terminal - Park Ave at E 42nd St
10. Port Authority Bus Terminal - 8th Ave at W 42nd St
11. Roosevelt Island Tramway - E 59th & 2nd Ave
12. Roosevelt Island Ferry Terminal - E Main St
13. 125th St Metro North Station - Park Ave at E 125th St
14. George Washington Bridge Bus Terminal - Broadway at W 179th St

### Common Points of Interest

1. Apollo Theatre - 253 W 125th St between Frederick Douglass Blvd and Adam Clayton Powell Jr. Blvd
2. Metropolitan Museum of Art - 1000 Fifth Ave at E 82nd St
3. American Museum of Natural History - Central park West & 79th St
4. Lincoln Center - 10 Lincoln Center Plz, on Columbus Ave between W 62nd St and W 65th St
5. Carnegie Hall - 881 7th Ave, between W 56th St and
6. West 57th St Intrepid Air, Sea, and Space Museum - Pier 86 at 12th Ave and W 46th St
7. Times Square - Where Broadway and 7th Ave meet at 42nd St
8. NY Public Library - 5th Ave at E 42nd St
9. Jacob K. Javits Center - 655 W 34th St at 11th Ave
10. Empire State Building - 350 Fifth Ave at W 34th St
11. Madison Square Garden - 4 Pennsylvania Pz at W 34th St
12. Whitney Museum in West Village - 99 Gansevoort St at Washington St
13. 9/11 Memorial and Museum - 180 Greenwich St, between Liberty St and Vesey St

Manhattan is a borough in New York City. The borough is also New York County in New York State.





# Bronx



# Bronx

## Major Highways

- Major Deegan Expressway / I-87 - runs from the Robert F. Kennedy Bldg to Yonkers, NY
- Cross-Bronx Expressway - runs from the George Washington Bldg to the Hutchinson River Pkwy
- Sheridan Expressway / I-895 - runs from the Bruckner Expwy to the Cross Bronx Expwy
- Hutchinson River Parkway - runs from the Whitestone Bldg to Westchester County, NY
- New England Thruway / I-95 - runs from Westchester County, NY to the Cross Bronx Expwy
- Bronx River Parkway - runs from the Bruckner Expwy to Westchester County, NY
- Mosholu Parkway - runs from Major Deegan Expwy to Southern Blvd
- Bruckner Expressway / I-278 - runs from Triborough Bldg to the New England Thwy

## Major Streets

- Grand Concourse - runs from E 138th St to Mosholu Pkwy
- Pelham Parkway - runs from the Bronx River Pkwy to Pelham Bay Pkwy
- Broadway - runs from Spuyten Buyvil Creek to Yonkers, NY
- Boston Road - runs from E 174th St and Hoe Ave to New Rochelle, NY
- Westchester Avenue - runs from Third Ave and E 149th St to Bruckner Expwy
- East Tremont Avenue - runs from the Grand Concourse to Schurz Avenue
- East Gun Hill Road - runs from Jerome Ave to the Hutchinson River Pkwy
- White Plains Road - runs from Boston Rd to Bronx River Ave

## Common Points of Interest

1. Mott Haven Historic District - 333 E 139th St
2. Lincoln Medical Center 234 E 149th St
3. Bronx Terminal Market - 610 Exerior St
4. Bronx Supreme Court - 851 Grand Concourse #111
5. Concourse Plaza - 200 E 161st St
6. The Bronx Museum of Arts - 1040 Grand Concourse
7. Yankee Stadium - 1 E 161st St at River Ave
8. Bronx Community College - 2155 University Ave
9. Bronz Zoo - 2300 Southern Blvd at Bronx Park South
10. Arthur Avenue - Between E 184th St and E 188th St
11. New York Botanical Garden - 2900 Southern Blvd at East Fordham Rd
12. Wave Hill - W 249th St at Independence Ave
13. Orchard Beach - Inside Pelham Bay Park

## Parks

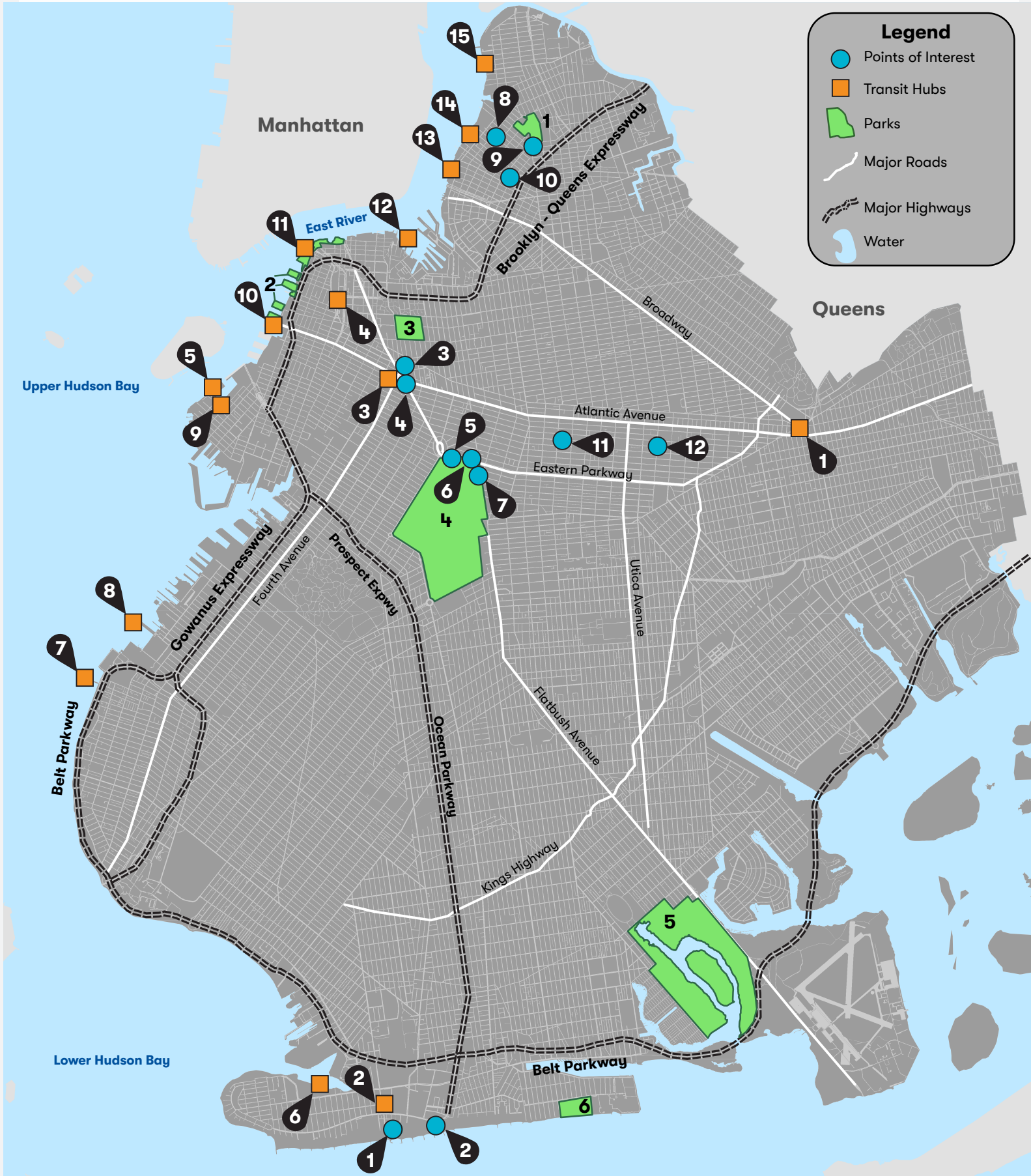
1. Pelham Bay Park
2. Van Cortlandt Park
3. Bronx Park
4. Crotona Park
5. Claremont Park
6. Soundview Park
7. Franz Sigel Park
8. St. Mary Park

## Transit Hubs

1. The Hub - Third Ave at E 149th St
2. Yankee Stadium - 1 E 161st at River Ave
3. NYC Ferry (Soundview)
4. Fordham Road - Fordham Rd at Jerome Ave

Bronx is a borough in New York City. The borough is also Bronx County in New York State.

# Brooklyn



**Legend**

- Points of Interest
- Transit Hubs
- Parks
- Major Roads
- Major Highways
- Water



# Brooklyn

## Major Highways

Belt Parkway - runs from the I-278 split to Nassau County, NY

Brooklyn Queens Expressway (BQE) / Gowanus Expwy / I-278 - runs from the Verrazano-Narrows Bridge to the Long Island Expressway (LIE) / I-495

Gowanus Expressway - runs from the Belt Parkway to the Hugh L. Carey Tunnel

Ocean Parkway - Runs from Church Ave to Coney Island Boardwalk

Prospect Expressway - runs from the BQE to Ocean Pkwy New England Thruway / I-95 - runs from Westchester County, NY to the Cross Bronx Expwy

## Major Streets

Atlantic Avenue - runs from Brooklyn Bridge Park to the Van Wyck Expwy

Broadway - runs from Kent Ave to Broadway Junction

Eastern Parkway - runs from Grand Army Plz to Bushwick Ave

Flatbush Avenue - runs from the Manhattan Bridge to the Marine Parkway Bridge

Fourth Avenue - runs from Atlantic Ave to 59th St

Kings Highway - runs from Bay Parkway to Rockaway Parkway

Utica Avenue - runs from Fulton St to Flatbush Ave

## Common Points of Interest

1. Brooklyn's Aquarium - 602 Surf Ave
2. Coney Island - Brooklyn, NY
3. Brooklyn Academy of Music - 30 Lafayette Ave
4. Barclays Center - 620 Atlantic Ave
5. Brooklyn Public Library - 10 Grand Army Plaza
6. Brooklyn Museum - 200 Eastern Pkwy
7. Brooklyn Botanic Garden - 990 Washington Ave
8. Music Hall Williamsburg - 66 N 6th St
9. Knitting Factory - 361 Metropolitan Ave
10. Museum of Food and Drink - 62 Bayard St
11. Brooklyn Children's Museum - 145 Brooklyn Ave
12. Weeksville Heritage Center - 158 Buffalo Ave

## Parks

1. McCarren Park
2. Brooklyn Bridge Park
3. Ft. Greene Park
4. Prospect Park
5. Marine Park
6. Manhattan Beach Park

## Transit Hubs

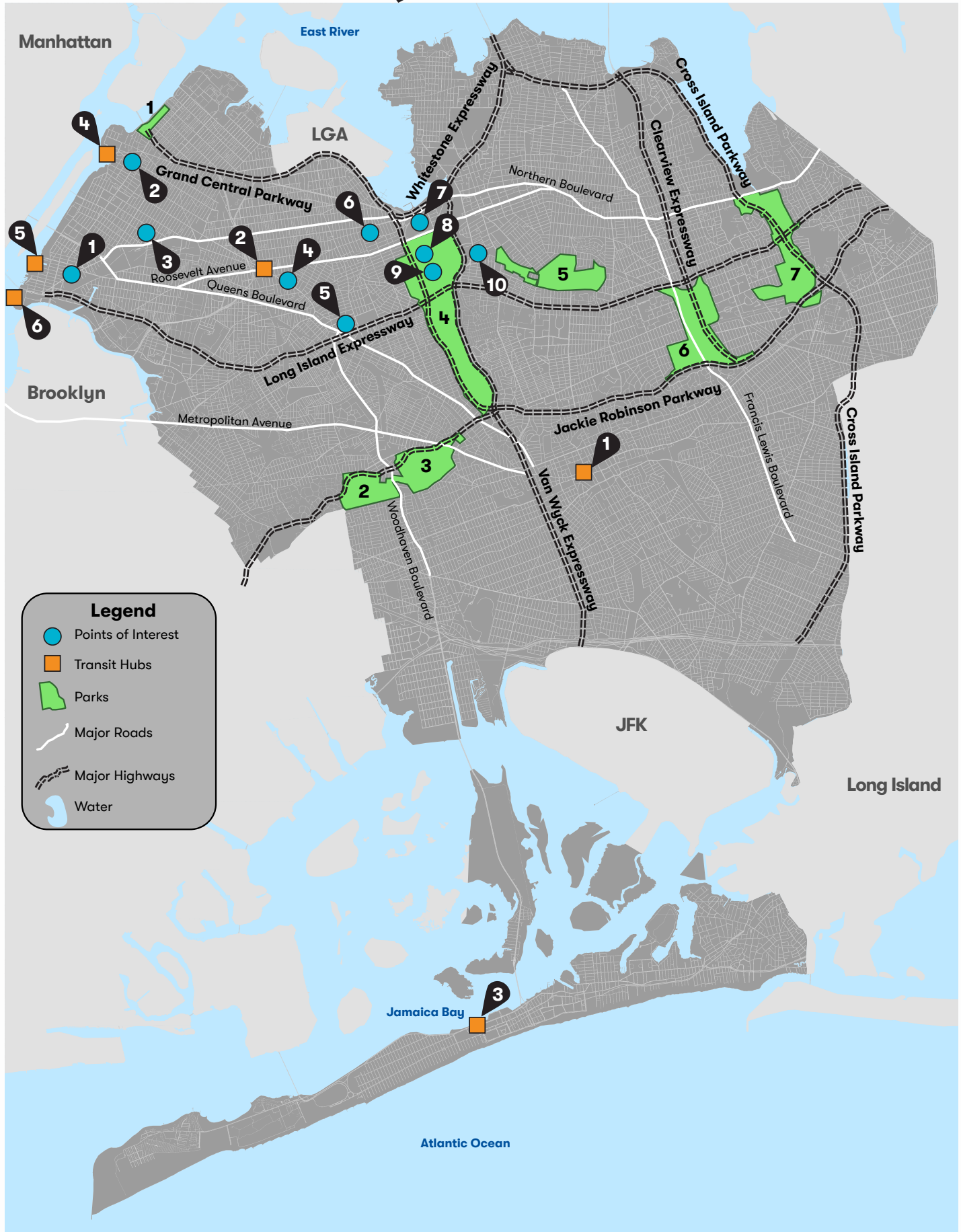
1. Broadway Junction - 2399 Fulton St
2. Coney Island - Stillwell Ave
3. Atlantic Terminal - Barclays Center
4. Borough Hall - Court St
5. Brooklyn Cruise Terminal - 72 Bowne St

## NYC Ferry Piers

6. Coney Island
7. Bay Ridge
8. Sunset Park
9. Red Hook
10. Atlantic Avenue Brooklyn Bridge Park - Pier 6
11. Brooklyn Bridge Park - Pier 1
12. Dumbo
13. South Williamsburg
14. North Williamsburg
15. Greenpoint

Brooklyn is a borough in New York City. The borough is also Kings County in New York State.

# Queens



# Queens

## Major Highways

- Clearview Expressway - runs from the Whitestone Bridge to the Belt Pkwy
- Cross Island Parkway - runs from the Throgs Neck Bridge to the GCP
- Grand Central Parkway (GCP) - runs from the Robert F. Kennedy (RFK) Bridge to Nassau County, NY
- Jackie Robinson Parkway - runs from the intersection of I-678 and the GCP to Broadway Jct, Brooklyn
- Long Island Expressway (LIE) / I-495 - runs from the Queens-Midtown Tunnel to Nassau County, NY
- Van Wyck Expressway / I-678 - runs from the Whitestone Expwy to John F. Kennedy Airport (JFK)

## Major Streets

- Francis Lewis Boulevard - runs from Hook Creek Blvd to the Cross Island Pkwy
- Metropolitan Avenue - runs from Williamsburg, Brooklyn to Jamaica Ave
- Northern Boulevard - runs from Queens Plz to Nassau County, NY
- Queens Boulevard - runs from Queens Plz to Hillside Ave
- Woodhaven Boulevard - runs from Queens Blvd to Rockaway Blvd

## Common Points of Interest

1. MoMA PS 1 - 22-25 Jackson Ave at 46th Ave
2. Mt. Sinai Queens - 25-10 30th Ave
3. Museum of Moving Image - 36-01 35th Ave
4. NYC Health + Hospitals - 79-01 Broadway
5. Queens Center Mall - 90-05 Queens Blvd at 59th Ave
6. Louis Armstrong House Museum - 34 - 56 107th St at 37th Ave
7. Citi Field - 123-01 Roosevelt Ave at 126th St
8. Arthur Ashe Stadium - 124-02 Roosevelt Ave at Meridian Rd
9. Queens Botanical Garden - 43-50 Main St at Elder Ave

## Parks

1. Astoria Park
2. Highland Park
3. Forest Park
4. Flushing Meadows - Corona Park
5. Kissena Park
6. Cunningham Park
7. Alley Pond Park

## Transit Hubs

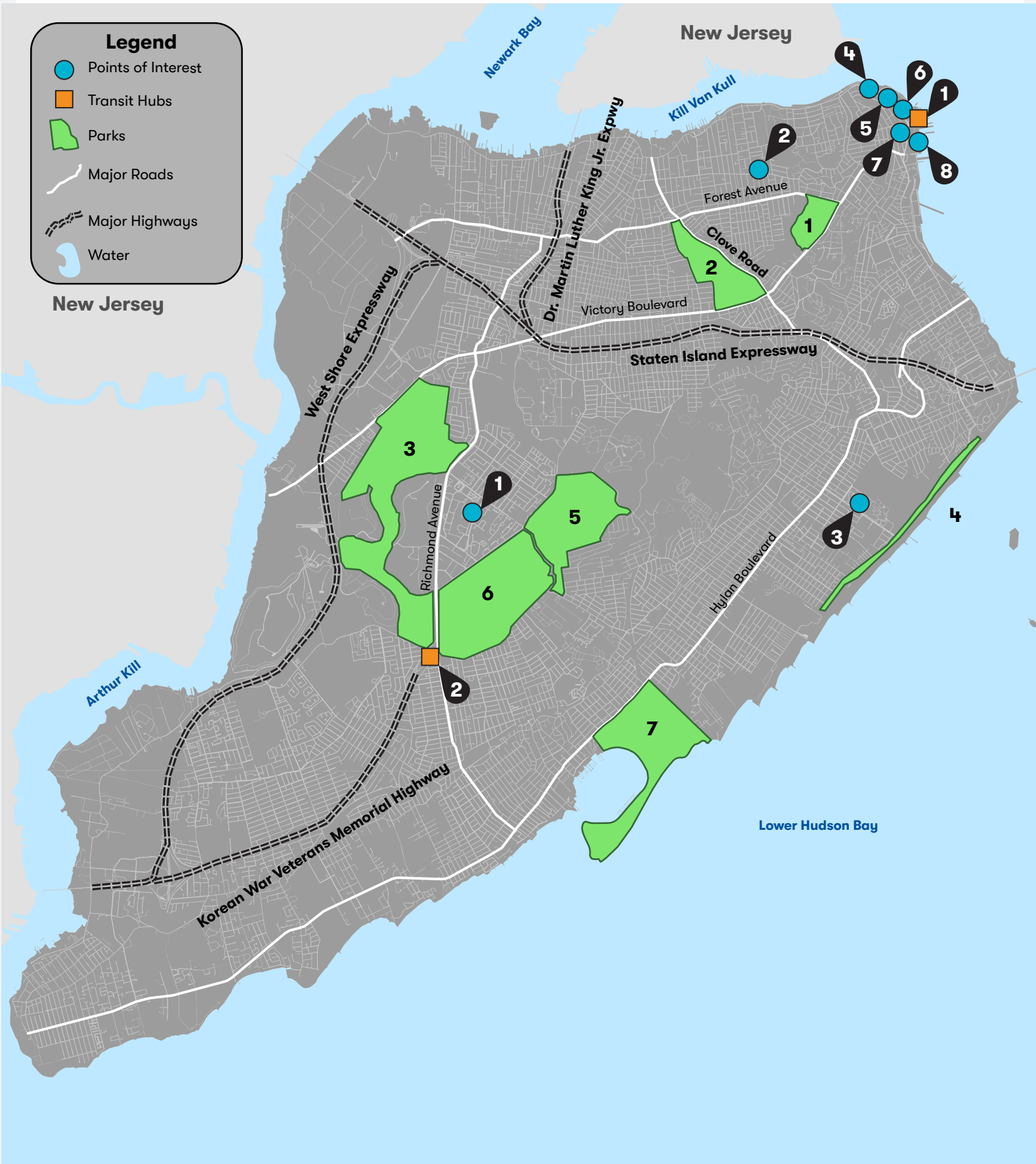
1. Jamaica Center
  2. Roosevelt Avenue - Jackson Heights
- NYC Ferry Piers
3. Rockaway
  4. Astoria
  5. Long Island City
  6. Hunters Point South

## Airports

- JFK - John F Kennedy International Airport
- LGA - LaGuardia Airport

Queens is a borough in New York City. The borough is also Queens County in New York State.

# Staten Island





# Staten Island

## Major Highways

1. Major Deegan Expressway / I-87 - runs from the Robert F. Kennedy Brdg to Yonkers, NY
2. Cross-Bronx Expressway - runs from the George Washington Brdg to the Hutchinson River Pkwy
3. Sheridan Expressway / I-895 - runs from the Bruckner Expwy to the Cross Bronx Expwy
4. Hutchinson River Parkway - runs from the Whitestone Brdg to Westchester County, NY
5. New England Thruway / I-95 - runs from Westchester County, NY to the Cross Bronx Expwy
6. Bronx River Parkway - runs from the Bruckner Expwy to Westchester County, NY
7. Mosholu Parkway - runs from Major Deegan Expwy to Southern Blvd
8. Bruckner Expressway / I-278 - runs from Triborough Brdg to the New England Thwy

## Major Streets

1. Grand Concourse - runs from E 138th St to Mosholu Pkwy
2. Pelham Parkway - runs from the Bronx River Pkwy to Pelham Bay Pkwy
3. Broadway - runs from Spuyten Buyvil Creek to Yonkers, NY
4. Boston Road - runs from E 174th St and Hoe Ave to New Rochelle, NY
5. Westchester Avenue - runs from Third Ave and E 149th St to Bruckner Expwy
6. East Tremont Avenue - runs from the Grand Concourse to Schurz Avenue
7. East Gun Hill Road - runs from Jerome Ave to the Hutchinson River Pkwy
8. White Plains Road - runs from Boston Rd to Bronx River Ave

## Common Points of Interest

1. Staten Island Mall - 2655 Richmond Ave
2. Richmond University Medical Center - 355 Bard Ave
3. Staten Island University Hospital (North Campus) - 475 Seaview Ave
4. North Shore Esplanade - 300 Richmond Terrace
5. Staten Island Yankee's Stadium - 75 Richmond Terrace
6. Empire Outlets - 155 Richmond Terrace
7. Richmond County Supreme Courthouse - 26 Central Ave
8. National Lighthouse Museum - 200 The Promenade at Lighthouse Pt

## Parks

1. Silver Lake Park
2. Clove Lake Park
3. Fresh Kills Park
4. Franklin D. Roosevelt Boardwalk and Beach
5. La Tourette Park
6. Brookfield Park
7. Great Kills Park

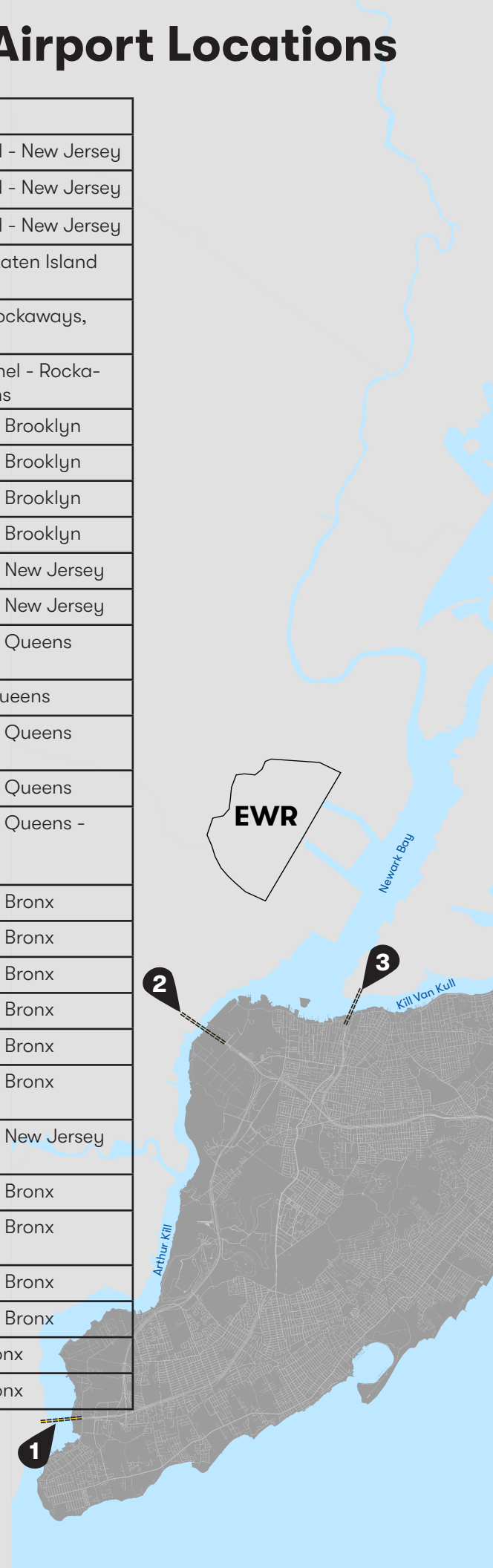
## Transit Hubs

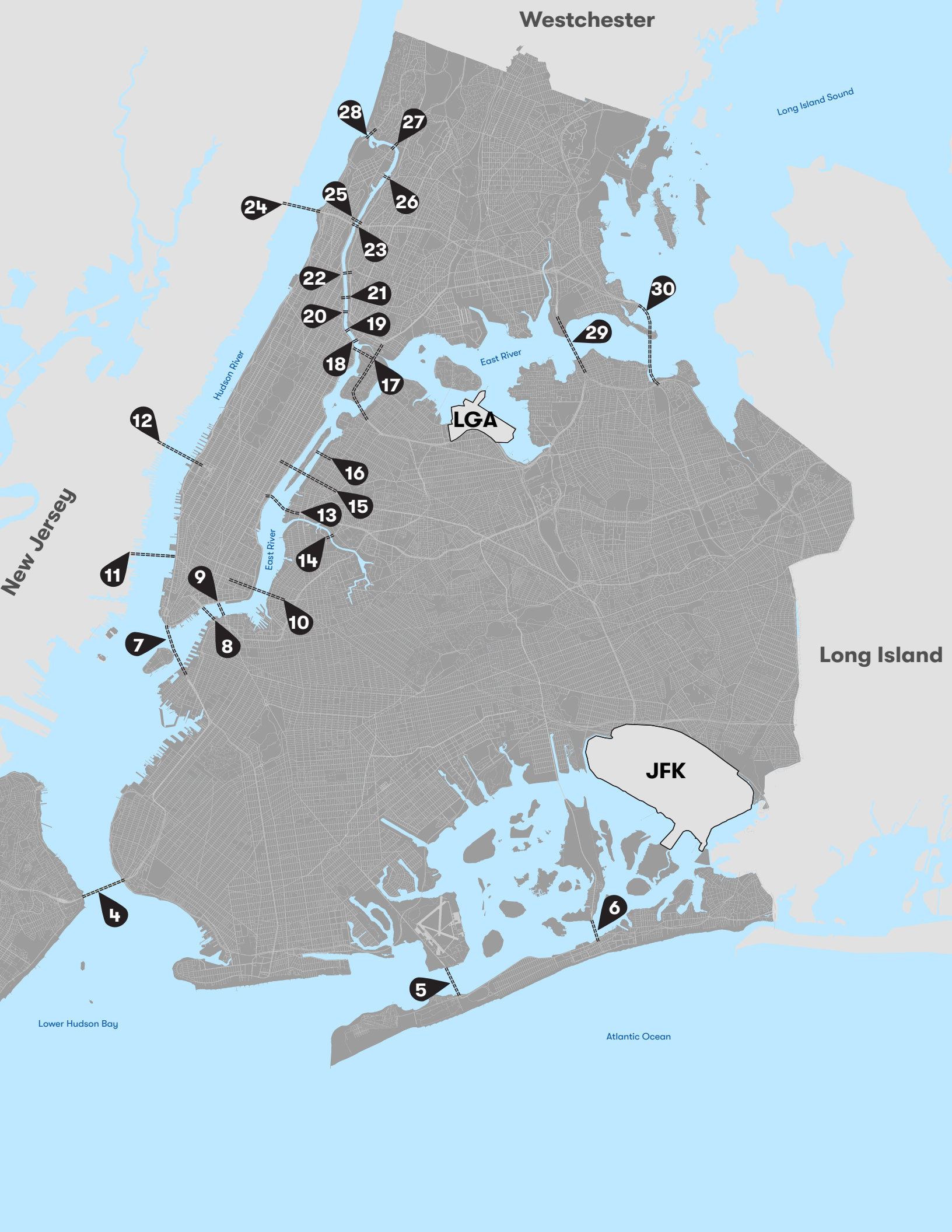
1. Saint George Ferry Terminal / Staten Island Railroad Station
2. Eltingville Transit Center

Staten Island is a borough in New York City. The borough is also Richmond County in New York State.

# Major River Crossings and Airport Locations

#	Name	Type	Crosses	Endpoints
1	Outerbridge Crossing	Toll	Arthur Kill	Staten Island - New Jersey
2	Goethals Bridge	Toll	Arthur Kill	Staten Island - New Jersey
3	Bayonne Bridge	Toll	Kill Van Kull	Staten Island - New Jersey
4	Verrazano-Narrows Bridge	Toll	New York Harbor	Brooklyn - Staten Island
5	Marine Parkway Bridge	Toll	Rockaway Inlet	Brooklyn - Rockaways, Queens
6	Cross Bay Veterans Memorial Bridge	Toll	Jamaica Bay	Broad Channel - Rockaways, Queens
7	Hugh M. Carey Tunnel	Toll	New York Harbor	Manhattan - Brooklyn
8	Brooklyn Bridge	Free	East River	Manhattan - Brooklyn
9	Manhattan Bridge	Free	East River	Manhattan - Brooklyn
10	Williamsburg Bridge	Free	Hudson River	Manhattan - Brooklyn
11	Holland Tunnel	Toll	Hudson River	Manhattan - New Jersey
12	Lincoln Tunnel	Toll	Hudson River	Manhattan - New Jersey
13	Queens-Midtown Tunnel	Toll	East River	Manhattan - Queens
14	Pulaski Bridge	Free	Newtown Creek	Brooklyn - Queens
15	Ed Koch Queensboro Bridge	Free	East River	Manhattan - Queens
16	36th Avenue Bridge	Free	East River	Manhattan - Queens
17	Robert F. Kennedy Bridge (formerly the Triboro Bridge)	Toll	East River	Manhattan - Queens - Bronx
18	Willis Ave Bridge	Free	Harlem River	Manhattan - Bronx
19	Third Ave Bridge	Free	Harlem River	Manhattan - Bronx
20	Madison Ave Bridge	Free	Harlem River	Manhattan - Bronx
21	145th Street Bridge	Free	Harlem River	Manhattan - Bronx
22	Macombs Dam Bridge	Free	Harlem River	Manhattan - Bronx
23	Alexander Hamilton Bridge	Free	Harlem River	Manhattan - Bronx
24	George Washington Bridge	Toll	Hudson River	Manhattan - New Jersey
25	Washington Bridge	Free	Harlem River	Manhattan - Bronx
26	University Heights Bridge	Free	Harlem River	Manhattan - Bronx
27	Broadway Bridge	Free	Spuyten-Duyvil Creek	Manhattan - Bronx
28	Henry Hudson Bridge	Toll	Spuyten-Duyvil Creek	Manhattan - Bronx
29	Whitestone Bridge	Toll	Long Island Sound	Queens - Bronx
30	Throgs Neck Bridge	Toll	Long Island Sound	Queens - Bronx





Westchester

Long Island Sound

New Jersey

Long Island

LGA

JFK

Lower Hudson Bay

Atlantic Ocean

Hudson River

East River

East River

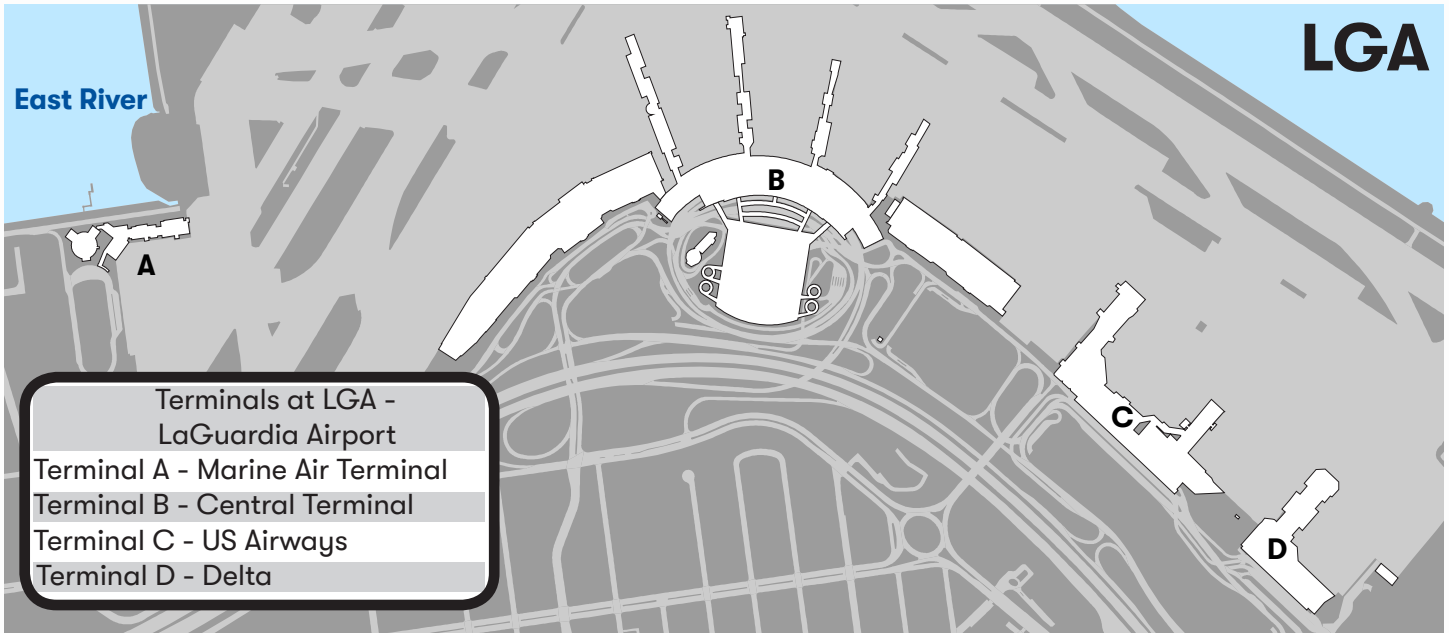
# Airports

Drivers will get many trips to and from airports. Drivers should know what airports they are required to take customers to and what rules apply at airports. Knowing where each airport is located and the best route to them will help drivers serve customers.

## LaGuardia Airport - LGA

LaGuardia Airport - Grand Central Parkway.

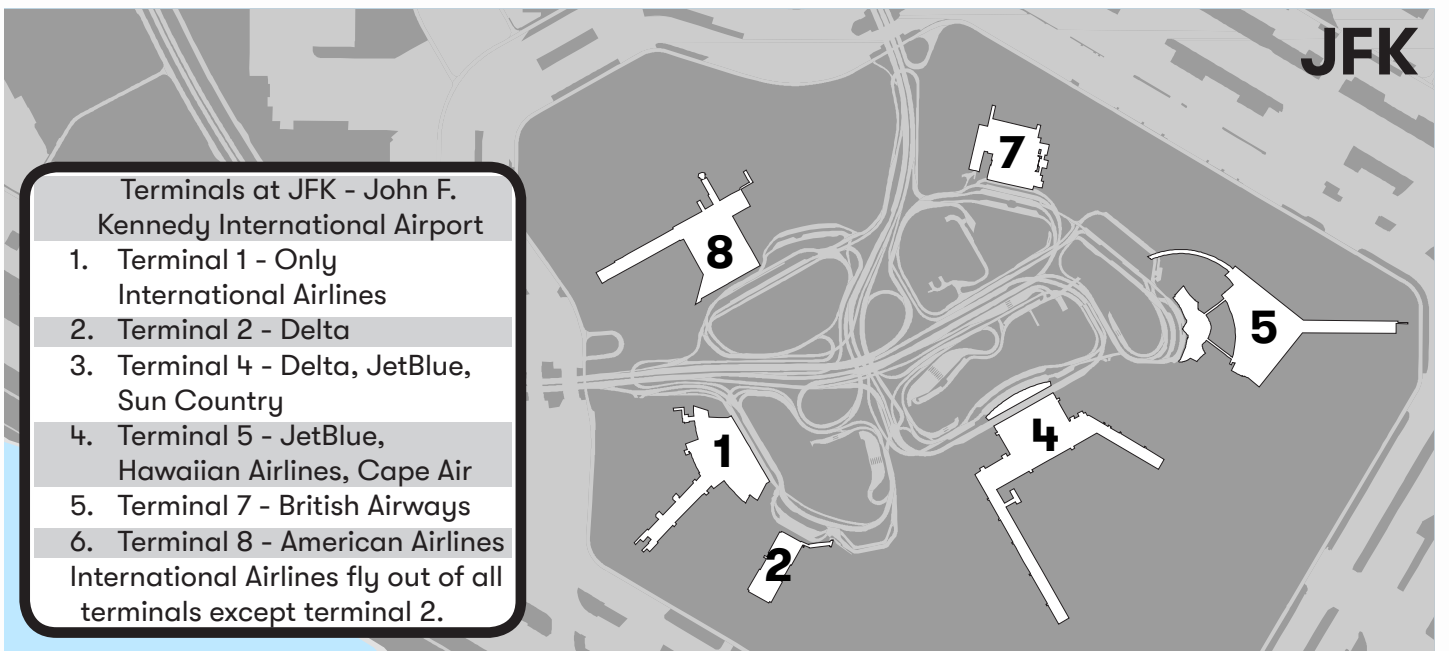
- Use Exit 5 for the Marine Air Terminal, Exit 7 for the Central Terminal.



## John F. Kennedy International Airport - JFK

John F. Kennedy International Airport - Belt Parkway, Nassau Expressway, Van Wyck Expressway.

- Take Van Wyck Expressway to the end. Use Exit 19 on the Belt Parkway.

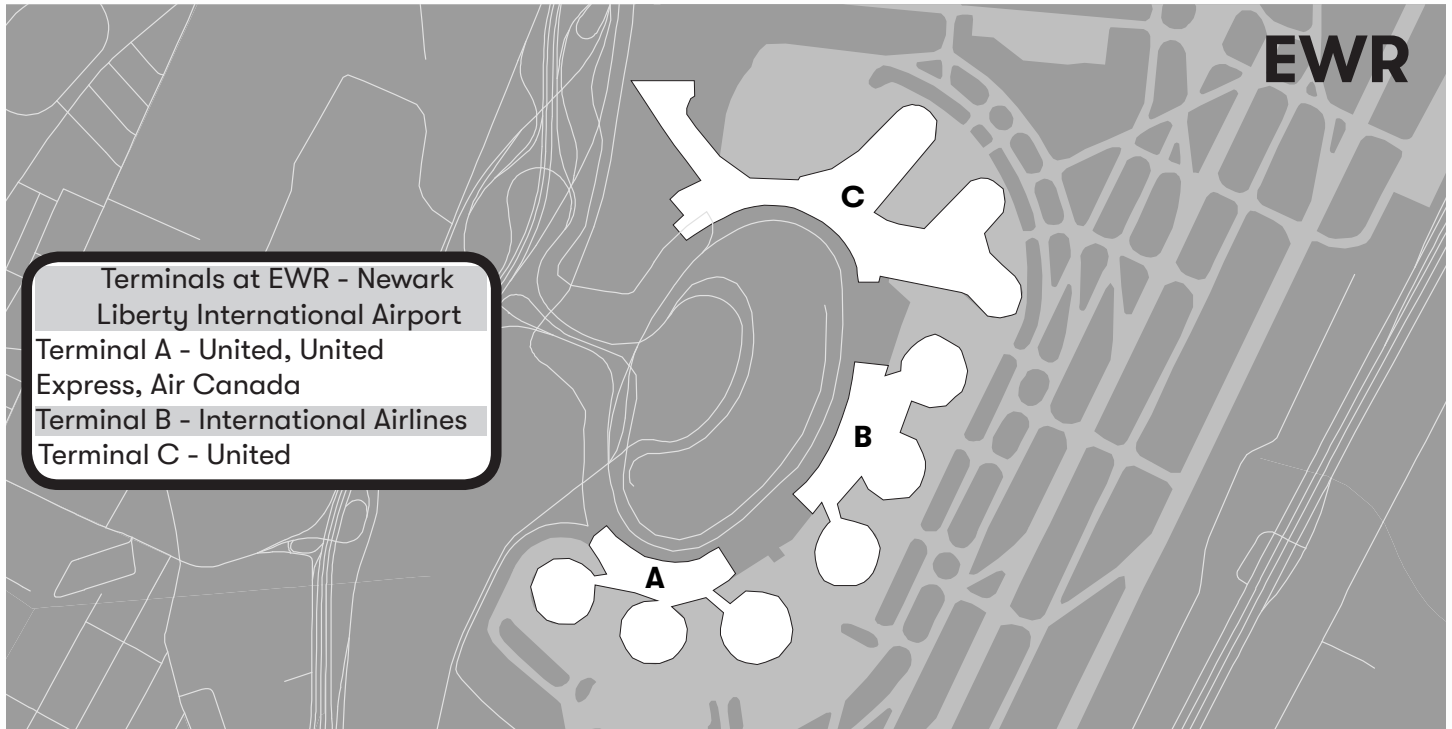




# Newark Liberty International Airport

Newark Liberty International Airport - Interstate 95 via Holland Tunnel or Lincoln Tunnel.

- Use Exit 13A or 14



# Geography Sample Questions

You should know all the information in the geography section. Additionally, you will need to know how to get from one place to another. You should be able to identify where and what a place is by direction, borough, neighborhood, street, and visually on a map or photo.

Exam questions will ask about these topics: Major Streets, Highways, Landmarks, Tunnels, Bridges, and Locations.



- Identify a Crossing?

Example question 1 : In the photo above, pick the name of crossing #4.

Lincoln Tunnel | Williamsburg Bridge | Holland Tunnel | Brooklyn-Battery Tunnel

- Identify a point of interest's location?

Example question 2 : What borough is Silver Lake Park in?

Manhattan | Queens | Bronx | Staten Island

Example question 3 : Where is the Empire State Building?

Columbus Circle | 34<sup>th</sup> Street and Broadway | 34<sup>th</sup> Street and 5<sup>th</sup> Avenue | Union Square

Example question 4 : Where is the World Trade Center?

Lower Manhattan | Midtown | Uptown | Harlem

- Identify the direction you will need to go to get from Point A to Point B?

Example question 5 : In what direction should you travel to get from Columbus Circle to the United Nations?

North and West | South and East | North and East | South and West

It is not enough to just know where places are located on the map. You will need to know the best way to get to places that your passengers request. "Best" means the most direct route between places. You should be prepared to answer questions about:

- Step-by-step route descriptions between landmarks and major streets.

Example question 6 : Which of the following is the most direct route from the Jacob K. Javits Center to the MET Cloisters?

South on 9A | East on 34<sup>th</sup> Street | West on 34<sup>th</sup> Street | North on 9A

- Which crossing is the best to take between two locations?

Example question 7 : You are at Broadway and Chambers Street. Your passenger wants to go to Brooklyn.

Manhattan Bridge | Williamsburg Bridge | Holland Tunnel | Brooklyn Bridge

Locals and visitors often want to go to landmarks, attractions, shopping areas, museums, and the airports. You will need to be able to identify these places and know where they are located.

You are likely to be asked questions about places such as:

- Empire State Building - Fifth Avenue at 34th Street, Manhattan
- LaGuardia (LGA) Airport - Near the Grand Central Parkway, Queens
- Kennedy (JFK) Airport - At the end of the Van Wyck Expressway, Queens
- 9/11 Memorial - West Street at Liberty Street, Manhattan
- Penn Station - Seventh Avenue at West 32nd Street, Manhattan.
- Grand Central Terminal - Park Avenue at East 42nd Street, Manhattan
- Times Square - Where Seventh Avenue and Broadway meet at 42nd Street up to 47th Street, Manhattan

## Answer Key

1. Answer: Brooklyn-Battery
2. Answer: Staten Island
3. Answer: 34<sup>th</sup> and Broadway
4. Answer: Lower Manhattan
5. Answer: South and East
6. Answer: North on 9A
7. Answer: Brooklyn Bridge