

| Dispatcher Violations | | | |
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| Regulation Section | Violation | Fine Amount | |
| §1017.24 | Credit card service charging over 5% | \$250 | |
| §1019.1 | Operating dispatch without rights | \$1,000 | |
| §1019.2 | Intentionally falsifying Authority filings | \$1,000 | |
| §1019.2 | Failure to remove owner/officer after felony conviction | \$1,000 | |
| §1019.5 | Failure to Allow Inspection or inspector access | \$750 | |
| §1019.8 | Geographical Redlining | \$1,000 | |
| §1019.8 | Operation: Not responding 24 hours per day | \$500 | |
| §1019.8 | Operation: Taxis not available 24 hours per day | \$500 | |
| §1019.8 | Failure to respond to panic alert 24 hours per day | \$500 | |
| §1019.8 | Dispatching to unauthorized service provider | \$750 | |
| §1019.8 | Failure to notify Authority of driver not responding or refusing call | \$250 | |
| §1019.8 | Poor service to the public or drivers | \$250 | |
| §1019.11 | Failure to disclose conflict | \$250 | |
| §1019.13 | Failure to report interruption in service | \$500 | |
| Correctable Dispatcher Violations** | | | |
| Regulation Section | Violation | Fine Amount | Correctable Fine Amount |
| §1011.3 | Failure to file reports or annual filing requirements not met | \$250 | \$100 |
| §1011.4 | Failure to pay assessments | \$250 | \$100 |
| §1019.8 | Minimum Requirements of Dispatch not maintained | \$350 | \$200 |
| §1019.8 | Failure to update contact info., including e-mail address | \$250 | \$100 |
| §1019.8 | Failure to respond timely to consumer complaint | \$250 | \$100 |
| §1019.8 | Failure to display advertisement in citywide phone book | \$250 | \$100 |
| §1019.9 | Failure to notify Authority of enrollment change | \$250 | \$100 |
| <p>*This non-binding guidance document has been produced for internal TLD Enforcement Department purposes only. It is made available externally to provide guidance to the regulated industries as to the likely penalty to be sought by TLD Prosecutory Staff through citations or before PPA hearing officers for certain regulatory violations. However, the Enforcement Department and Trial Counsel retain the ability to deviate from these penalty guidelines if they determine, in their sole discretion, that circumstances so dictate.</p> | | | |
| <p>** Correctable violations may be reduced upon inspection by the TLD, admission of liability and payment of Correctable Fine Amount within 48 hours of the violation</p> | | | |