



# A Guide to Transportation in Israel

תחבורה | אנגלית

משרד העלייה והקליטה

Ministry of Aliyah and Integration



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הודפס על ידי המדפיס הממשלתי

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The Ministry of Transport and Road Safety provides services to the public including driving licenses, automobile registration, public transportation, and training and certification of automotive and transport professionals. This booklet presents a general outline of the services and regulations of the Ministry of Transport and Road Safety, as well as the rights and obligations of drivers and users of public transportation.

### National Computerized Information Center

The Ministry of Transport and Road Safety operates a 24-hour-daily Computerized Information Center, which enables the public to receive updates and information, and to report information directly to the central computer via telephone (See Useful Addresses). It is also possible to carry out procedures such as renewing driver's and vehicle licenses, updating addresses, clarifying fines, and many other procedures over the telephone.

**Note:** this is the ninth edition of this booklet, and hereby nullifies all previous editions. The information contained within this booklet is provided by various official bodies. It does not confer eligibility for any type of benefit or service. In case of any discrepancy, the regulations of the Ministry of Transport and Road Safety, the Ministry of Aliyah and Integration, and other official bodies will prevail.

## Driver's Licenses for New Immigrants

### Converting a License

New immigrants can convert their foreign driving license within three years of aliyah, however it is only permissible to drive on the overseas license for one year. Returning residents may convert their overseas licenses within one year of return, on condition that they reside abroad for at least one year, and that the license is issued at least six months prior to return.

### The Licensing Procedure:

1. The first step is being photographed for the license at a licensing photography center (Femi-Premium or Taldor). See Useful Addresses. The center issues a form with the applicant's information and the photographs, and provides addresses of authorized optometrists for the optical examination.
2. Take the form to an authorized optometrist or eye doctor for an optical examination. Applicants who wear glasses or contact lenses must wear them during the examination.
3. Take the form to a family doctor for a physical examination.
4. Submit the form received at Femi-Premium or Taldor, together with the optometrist's and doctor's authorizations, to the Licensing Bureau.

### The following documents are also required:

- Valid overseas driving license issued at least six months prior to receipt of new-immigrant status, and photocopies of the license
- Passport that verifies entrance into Israel and residence overseas at the time of the issuance of the foreign passport.
- *Te'udat zehut*
- *Te'udat oleh*

The Licensing Bureau then issues a referral to a driving school.



5. Set a time with an authorized driving instructor for the practical driving test. In most cases, it is recommended to take a number of driving lessons before the exam.

Upon successful completion of the practical driving test, the overseas license is converted to an Israeli one.

**Applicants who held an Israeli license in the past must present the following:**

- Valid original foreign license.
- Passport that verifies overseas residence at the time of receipt of the foreign license, and that confirms the date of entry into Israel.

Applicants must also undergo the optical examination and the general physical examination. If the foreign license is a lower level than that of the requested Israeli license, it may also be necessary to meet additional requirements including tests.

### **Licenses for Public or Commercial Transport Vehicles**

New immigrants who have an overseas license for a public or commercial transport vehicle (e.g., buses and taxis,) must request an equivalent Israeli license. It is necessary to present the overseas license and work permits. Applicants are also required to take a first aid and fire-fighting course, and pass practical and theoretical exams.

**Note:** As of Sept. 2017, new immigrants and returning residents with 5 years of driving experience no longer must pass a driving test in order to convert their license.

For details, see *page 63*.



## Obtaining a Driver's License

An applicant who does not have an overseas license, or wishes to apply for their first driving license, must take both a written and a practical driving test, and meet the following requirements:

- Age at least 16 years and 3 months. It is then possible to begin to study for a beginner's license ("02").
- Pass medical and optical examinations.
- Register at a driving school and take the required number of driving lessons.
- Pay a fee.
- Take the theoretical driving test, and afterwards the practical driving test.
- Applicants who pass both tests receive a restricted license to drive a private vehicle for one year.
- At the age of 18, applicants must also receive authorization from the IDF.

Application forms for driving licenses are available from Femi-Premium and Taldor (see Useful Addresses). Present a *te'udat zehut* or passport at Femi-Premium or Taldor, which will take photographs for the license. The photo is printed onto a computerized form and entered into the Licensing Bureau database. Take the form to an authorized optometrist or eye doctor in order to have the eye examination, and to a family doctor for the physical examination.

## Licenses for Two-Wheeled Vehicles

### Motorcycle of up to 50 Cubic Centimeters:

In order to receive a license for a motorcycle of up to 50 cubic centimeters, applicants must:

- Be at least 16 years old and receive parental permission on a special form.
- Undergo medical and optical examinations.





Take a minimum of 15 lessons.

- Pass a practical test and a theoretical test.
- An applicant who already holds a license for driving a private vehicle (automobile) must pass a proficiency test only.

### **Motorcycle of up to 500 Cubic Centimeters:**

**In order to receive a license for a motorcycle of up to 500 cubic centimeters applicants must:**

- Be at least 18 years old.
- Undergo medical and optical examinations.
- Take a minimum of 15 lessons and pass practical and theoretical tests.
- Receive authorization from the IDF.

### **Motorcycle of over 500 Cubic Centimeters:**

**In order to receive a license for a motorcycle of over 500 cubic centimeters applicants must:**

- Be at least 21 years old.
- Undergo medical and optical examinations.
- Take a minimum of 8 lessons and pass practical and theoretical tests.
- Receive authorization from the IDF.

For more information, contact the Ministry of Transport and Road Safety.

### **License to Drive a Taxi**

In order to receive a taxi driver's license, applicants must complete a request form available at Ministry of Transport and Road Safety offices and meet the following criteria:

- Minimum age 21, and at least 2 years of driving experience.
- Minimum of 8 years of education.
- Pass an optical examination.
- Supply certification from the Police of absence of any criminal background.



- Pass a medical examination at the Medical Institute for Road Safety (See Useful Addresses).

Submit the request form together with 2 photos to the Ministry of Transport and Road Safety.

Upon acceptance of the application, candidates take a 3-month course and must pass exams.

## License to Drive a Bus

Applicants for a license to drive a bus must meet the following requirements:

- At least 21 years old.
- Possession of a driving license for at least 1 1/2 years.
- At least 8 years of education.

Present a *te'udat zehut*, educational certificates, a valid driving license, 4 photographs, authorization of the medical and optical examinations, and authorization from the Police attesting to an absence of any criminal background. Following submission of documents, applicants may then take a course and must pass both theoretical and practical tests. Contact the Ministry of Transport and Road Safety for details.

## License to Drive a Tractor

Applicants for a license to drive a tractor must be at least 16 years of age. They must take a practical and theoretical course on tractor driving, a medical examination, and pass licensing exams.

## The Theory Test

The Theory test is administered by private testing centers authorized by the Licensing Bureau. The test is computerized, and is approximately 40 minutes. There are 30 multiple-choice questions, and it is necessary to answer at least 26 correctly in order to pass. Tests are in English, French, and Russian, as well as Hebrew.

Bring a driving license application form, as well as payment for the test fees, and *te'udat zehut* or passport to the testing center.



The theory test assesses knowledge of traffic laws, road signs, familiarity with the vehicle, and safe and correct behavior on the road. It is recommended to take the theory test close to the time of driving lessons.

Persons with learning disabilities such as dyslexia, or who have other difficulties with written exams, who have the appropriate authorizations, may be able to take an oral version of the theory test. New immigrants within 3 years from their date of aliyah, and for whom there is no translated version of the exam in their language, may also be eligible for the oral version. Consult with the Licensing Bureau for details, or see the website of the Ministry of Transport and Road Safety.

Applicants receive results on the same day, on a printed form that contains their score as well as their personal information. This form is necessary for the practical driving test. The test results are valid for two years.

Applicants who fail the test can repeat it as soon as the next day.

Applicants who fail the exam can also appeal the results within 4 working days. Appeals must be submitted on a form that is available for download on the website of the Ministry of Transport and Road Safety. Send the form to the Licensing Bureau in the city that operates the testing center. The applicant should receive a response within 14 days.

For more information, contact the Ministry of Transport and Road Safety telephone information service (See Useful Addresses) and see the Ministry website, [www.mot.gov.il](http://www.mot.gov.il).

## The Practical Driving Test

To apply for the practical driving test (*ma'asi*) the following is required:

- Application form for a driver's license, with confirmation of passing the theory test
- Authorization of the minimum number of driving lessons.
- Payment of the test fee.

During the practical driving test, the applicant drives their vehicle through typical road and traffic conditions, and is evaluated for ability to operate the vehicle, driving behavior, turning, crossing

junctions, overtaking other vehicles, parking, driving speed, and other capabilities. The test is approximately 30 minutes.

In most cases, applicants receive their results within 72 hours.

The Ministry of Transport and Road Safety also posts test results on their website and their computerized information service (see Useful Addresses). However, test results posted on the website are not final and the license is issued based on the test results that are registered on license application form. An applicant who fails the test may repeat it following at least 14 days. They may also appeal the results in writing to a Licensing Bureau within 72 hours.

## Appeals

It is possible to appeal the results of either the theory test or the practical test within 72 hours to the Chief Examiner, or to the individual responsible for driving tests at the Licensing Bureau at which the test took place. Submit the license form application and the test results along with the appeal.

## Correcting Details on the License

In order to fix any incorrect details on a driving license, contact a Licensing Bureau. When a foreign (non-Hebrew) name must be corrected it is necessary to state this when being photographed for the license.

An applicant with a notation on their license indicating that they must wear eyeglasses or contact lenses when driving, and who has undergone corrective surgery and no longer requires glasses or lenses, must bring authorization from the optometrist to the nearest Licensing Bureau.

## New Drivers-Special Rules

The law defines “new drivers” as drivers within 2 years from the date of receipt of their first driving license. During these first two years, the license is conditional, and it is necessary to drive with extreme caution, follow all rules of the road, and obey all traffic laws. The driver must also place a “New Driver” sign in the rear windshield.



New drivers under the age of 24 must be accompanied by an experienced driver every time they get behind the wheel, for a period of at least 6 months from the receipt of their first driving permit. During this 6-month period, they must be accompanied for 3 full months when driving during both daytime and nighttime, and for 3 months while driving at night (between the hours of 21:00-6:00 a.m. The experienced driver must sit in the passenger's seat. This also applies to new drivers who held a license for a motorcycle or a tractor prior to receipt of an automobile license.

Regulations define an experienced driver as at least 24 years old and who has a driving license of the same category for at least 5 years, or has a license for at least three years and is at least 30 years of age.

At the conclusion of the period of accompaniment, the new driver must make a written declaration at the Licensing Bureau using a text authorized by the Bureau. For more information see the Ministry of Transport website.

### **New drivers caught driving without an experienced driver beside them are prosecuted!**

New drivers convicted of any of the following traffic violations must take the driving tests again:

- Driving without a valid license or contrary to the terms of the license (including allowing another person in the vehicle to do so).
- Using the vehicle while committing a crime.
- Failing to stop at railway crossings.
- Failing to obey traffic signals.
- Failing to yield.
- Driving under the influence of alcohol or illegal substances.
- Illegally overtaking another vehicle.
- Exceeding the speed limit.
- Failing to report a traffic accident.
- Causing a traffic accident that results in injury to others.
- Failing to assist others injured in a traffic accident.
- Any offense determined by a Court to justify suspension of the license.

## Renewing a License

Licenses are renewable every 10 years. The renewal date is the license-holder's civil birth date. The license-holder should receive a temporary license with a payment voucher close to the date of renewal.

Drivers over the age of 40 must undergo an optical examination as part of the licensing-renewal process.

Drivers over the age of 60 must also undergo a medical examination as part of the licensing-renewal process.

Every 2 years, licenses for new drivers must be renewed, as well as licenses for drivers of heavy and commercial vehicles, and for drivers over the age of 65. Renewal is contingent upon medical and optical examinations.

Pay renewal fees at any bank, or via credit card through the Ministry of Transport and Road Safety website or the Information Center (see Useful Addresses). A driver who does not receive their permanent license following payment should contact the Information Center of the Ministry of Transport and Road Safety in order to check the reason for the delay.

### Lost, Stolen, or Damaged License?

A driver who loses or damages a license, or whose license is stolen, can replace the license for a fee. The driver can pay the fee online through the Ministry of Transport website [www.mot.gov.il](http://www.mot.gov.il), through the National Telephone Information Line, or through a self-service station ("*Rishuimat*") using a credit card. Following payment of the fee, the driver will receive a temporary paper license in the mail. The driver can also apply for a duplicate license at a Licensing Bureau, or by using an online application form on the Ministry of Transport website. See the website for more information.

### Revoked Licenses

The Courts, Licensing Bureaus, and the Police have the power to revoke a license. A driver who fails to show up for a medical examination at a designated time at the Medical Institute for Road Safety is also liable to have their license confiscated.



## International Driving Permit

Israelis traveling abroad can receive an international driving permit issued by Taldor or Memsi. It is usually necessary to have an Israeli license when using the international permit as well.

The following countries permit driving with an Israeli license:

- Australia, Singapore, and Norway: up to three months from date of entry.
- Belgium, Britain, Germany, Holland, Greece, and Cyprus: up to six months from date of entry.
- Hungary: from age 18, up to 12 months from date of entry.
- Ireland: up to 12 months from date of entry.
- United States: up to 12 months from date of entry.
- Spain: up to 6 months from date of entry.
- Portugal: up to 3 months from date of entry.
- Finland: up to 12 months from date of entry.
- Czech Republic: up to 3 months from date of entry.
- Turkey, France, and Switzerland: from age 18, up to 12 months from date of entry.
- El Salvador and Costa Rica: up to 3 months from date of entry.
- Sweden: up to 12 months from date of entry.
- Italy: up to 12 months from date of entry

**Note:** Israeli citizens renting a car overseas should check in advance to clarify that the agency will recognize their Israeli license for rental and for insuring the vehicle.



Once a year, vehicle owners receive a bill for vehicle-registration fees. Fees may be paid in one of the following ways.

- With a personal check at a postal bank.
- Via credit card on [www.gov.il](http://www.gov.il).
- Via credit card by phone to the Ministry of Transport (See Useful Addresses)

Following payment, it is necessary to bring the automobile to a certified registration center in order to check the working condition of the vehicle (for a fee). The brakes system of automobiles that are more than 15 years old must also be tested and certified by an official garage.

It may be necessary to have older vehicles tested twice a year.

Contact the Ministry of Transport and Road Safety Information Center for more information.

## Transferring Ownership

The responsibility for registering a transfer of ownership of a vehicle falls on both the buyer and the seller. The procedure must take place as follows:

- Register change of ownership within 15 days from the date of sale.
- The vehicle remains registered in the name of the original owner until the transfer of ownership is completed. Any fines, tickets, or other obligations continue in the original owner's name.
- Both the buyer and the seller must go to a branch of the Postal Bank (*Bank HaDoar*) that has a computer link to the Licensing Bureau in order to process the change of ownership.
- Both the buyer and the seller must present their *te'udat zehut*, and the registration and license of the vehicle.





- A third party may implement the transfer of ownership on condition that they have a completed and signed power-of-attorney form attached to the vehicle-renewal notice. The third party must present their *te'udat zehut* when performing the transfer.

The transfer of ownership is usually authorized on the spot, provided that there no limitations, attachments, or liens on the vehicle.

**Note that in the following cases, transfer-of-ownership may only be processed at the Licensing Bureau:**

- Transfer of ownership between new immigrants.
- Transfer of ownership involving a person with a disability who pays special rates.
- Transfer of ownership of an inherited vehicle.
- Transfer of ownership of a vehicle owned by a minor or tourist.
- Transfer of ownership of a public or touring vehicle.
- Transfer of ownership resulting from a court order.
- Transfer of ownership of a vehicle that has not undergone its annual test.

An owner may register a vehicle under more than one name only at the time of purchase. The addition of a name or names after the purchase is considered a change of ownership, and it is necessary to pay a fee. The exception to this is the addition of a spouse's name, which does not involve a fee. The Licensing Bureau processes the addition; both spouses must be present, and present their vehicle license and *te'udat zehut*.

Removing a name from the registration of a vehicle that is registered in more than one name is not considered a transfer of ownership, but does require a fee. The Licensing Bureau processes the removal, and all registered owners must be present.

Contact a Licensing Bureau and visit the Ministry of Transport website ([www.mot.gov.il](http://www.mot.gov.il)) for more information.



## Refunds

The owner of a vehicle may be eligible for a partial refund of the registration fee in a number of situations. These can include:

- Total loss of the vehicle resulting from an accident
- Theft of the vehicle
- Changes to the vehicle (e.g., replacement of the engine, repairs, etc., which have been registered with the Licensing Bureau)
- Double payment
- For persons with disabilities, following National Insurance Institute determination of the percentage of disability.

In order to receive a refund, complete and submit a request form to the Financial Department of the Ministry of Transport and Road Safety (see Useful Addresses).

## Seizures and Liens

Liens can be imposed on vehicles as security for a bank loan or to a financing company; a lien prevents any change of ownership until it is removed.

Liens are entered directly into the Licensing Bureau computer when they are in favor of a bank or finance company. A lien in favor of a private individual may be processed at a Licensing Bureau by the owner of the vehicle or by an appointed individual who has the owner's power of attorney.

A lien in favor of a bank or finance company is cancelled via the Licensing Bureau computer. Canceling a lien in the name of any other party must be through application to the Licensing Bureau. Contact a Licensing Bureau for more information.

A Court can seize the vehicle of an individual who is in debt to a Civil or Rabbinical Court, the Income Tax Authority, or other official body. Once the debt is paid, the Court cancels the seizure.

The Courts can issue orders to attach a vehicle on behalf of the Licensing Bureau. Canceling an attachment is possible only with the Court's authorization.



Persons with disabilities can be eligible for a parking card *"tag chaneya lenecheh"* to place in their windshield in order to park in reserved spaces. They may also be eligible for discounts or exemptions from registration fees.

At the time of publication and until further notice, the Unit for Services for the Mobility Disabled of the Ministry of Transport and Road Safety handles requests for cards and for discounts on registration fees for persons of all ages.

Israel uses a new type of plastic card that includes advanced security features that make it difficult to counterfeit. The card (similar in size to the photo-card driving license) must be placed in the vehicle's windshield on the left side (driver's side) in order to facilitate identification on the part of law-enforcement officials. The law permits the personal usage of the card by the cardholder only. The cardholder may use the card when driving, or when traveling in a vehicle driven by a companion. Unauthorized use of the card is subject to a significant fine.

Eligible persons who do not already possess a card can apply for one according to procedures outlined below.

### **Definition of "A Person with a Disability"**

An individual determined to be in one of the following categories by a Government physician (for example, from the Ministry of Health) or by an authorized physician who specializes in disabilities according to specific official guidelines:

- An individual whose ability to walk is severely limited and is dependent upon a vehicle as a means of transport.
- An individual with a disability of least 60%, and whose condition of mobility without a vehicle is liable to further diminish their state of health.

- Is blind or dependent because of visual disability
- An individual whose mobility has been determined to be limited by an authorized physician, and who is restricted to a wheelchair.

### Who is Eligible for a Card?

- Persons defined as having a disability by the Ministry of Defense
- Persons who have a "Certificate of Blindness" from the Ministry of Social Affairs and Social Services.
- Holocaust survivors who have authorization from the Ministry of Finance
- Victims of enemy actions who have authorization from the National Insurance Institute
- Persons with limited mobility (all ages) who have authorization from the Ministry of Health. Persons who lack authorization must send up-to-date medical documents that detail their state of mobility to the relevant authorizing body.

For more information about eligibility see the Ministry of Transport and Road Safety website, [www.mot.gov.il](http://www.mot.gov.il).

### Procedure

1. Obtain authorization from a physician of the Licensing Bureau, the Ministry of Defense, the Ministry of Social Affairs and Social Services, the Rehabilitation Unit of the Ministry of Finance, or the National Insurance Institute.
2. Complete a form (available for download from the Ministry of Transport and Road Safety website) and attach the following documents:
  - Signed letter from the applicant indicating the serial numbers of the vehicles for which the tags are requested (up to 2).
  - Photocopy of applicant's *te'udat zehut* and attachment (*sefach*).
  - Photocopy of vehicle registration and driving license



- Medical authorization of the level of disability.
- Relevant authorization from the Ministry of Health, Ministry of Finance, Ministry of Social Affairs and Social Services, Ministry of Defense, or the National Insurance Institute.

An applicant for the card who is not also the owner of the vehicle must provide the relevant documents as follows:

- For a vehicle registered in the name of applicant's spouse, it is necessary to present copies of the *te'udat zehut* and addendum of both spouses.
- For a vehicle registered in the name of a child, parent, or sibling, it is necessary to present copies of the *te'udat zehut* and addendum of each person in order to establish proof of the relationship.
- For a vehicle registered in the name of a person who is not an immediate family member (in-law, friend), present two signed declarations certified by an attorney (one from the individual with the disability and one from the owner of the vehicle) that attest to the vehicle's use by the individual for whom the card is requested.
- For a vehicle registration in the name of the guardian of a person with a disability, present the order of guardianship certified by a Court. When there is more than one guardian, present a letter stating the permission of the additional guardians, and which is certified by a Court.
- For a vehicle in the name of a rental company, present authorization from the company that the vehicle is for the personal use of the individual with a disability. The authorization must be on company letterhead with the company signature, and include the number of the vehicle, and the name and *te'udat zehut* number of the person using the vehicle.
- For a vehicle registered in the name of an employer, present authorization stating that the vehicle is for the use of the person with the disability.
- The authorization must be on stationary with the logo and signature of the employer, the number of the vehicle and the details of the person using the vehicle.



- For a vehicle registered in the name of a leasing company, present authorization that states that the vehicle is for the use of the person with the disability. The authorization must appear with the logo of the leasing company and the signature of the employer, the number of the vehicle and the details of the person using the vehicle.

Visit the Ministry of Transport and Road Safety website to view examples of authorizations.

The process of renewing a card is identical to that as requesting one. It is recommended to begin renewal procedures within 90 days of expiration of a current card.

- To receive a refund of registration fees, submit a copy of the check, a copy of the vehicle registration and the refund form (available for download from the Ministry of Transport and Road Safety website).

Send requests via the Ministry website, [www.mot.gov.il](http://www.mot.gov.il), or to the Holon Licensing Bureau, HaYehida LeTipul BeMugbalei Nayadut, P.O.B. 72, Holon. It is not necessary to appear in person.

Persons with certain categories of disabilities may be eligible for a discount or exemption from vehicle registration fees. It is possible to apply for the discount at the same time as applying for the card.

For more information, contact the Ministry of Transport and Road Safety Information Center. See Useful Addresses.

See also the booklet entitled "Guide to Services for the Disabled," available from the Publications department.



## Traffic Violations = Fines!

Drivers who commit traffic violations are subject to both fines and registration of points. Accumulated points can result in suspension of the offender's license or other measures, including an order to take classes in safe driving.

Examples of the types of offenses that can result in points and fines include:

- Drivers or passengers traveling without seatbelts
- Using a hand-held mobile phone while driving.
- Driving over the speed limit
- Failure to stop at a railway crossing
- Driving under the influence of alcohol.

Fines must be paid within 90 days, or the offender must go to Court. Serious offenses can result in up to ten points. In most cases, points remain on record for two years. A driver who accumulates a large number of points (more than 22) may have them remain on record for up to 4 years. A driver who accumulates 36 points during a 4-year period can have their license suspended for 3 months. The license is returned following successful completion of the driving theory exam.

A driver who accumulates 26 points twice during a 6-year period may have their license suspended for 9 months; they can receive it back only following a medical examination at the Medical Institute for Road Safety. The driver must also pass both the driving theory test and the practical driving test as well.

### The Traffic Police

The Traffic Police enforces traffic laws and issues tickets to violators. Tickets are issued automatically when drivers are photographed running red lights or speeding. The fine is doubled for violators who do not pay one time. A fine that remains unpaid increases over time. Sanctions are imposed when an offender

with outstanding fines tries to renew their driving license.

Drivers who do not pay their fines within 90 days are subject to additional fines.

## The National Center for Drivers' Appeals

Drivers who receive a ticket can apply to the National Center for Drivers' Appeals (*Mercaz Pniyot Nahagim Artzi - Mipna*) in the following ways:

- \* By mail to P.O.B. 120, Petach Tikva, 4910002. Using registered mail constitutes proof of sending.
- \* By telephone to \*9666 or 12229666 or (02) 6789666. Drivers can also call these numbers to clarify details about tickets.
- \* Through the Israel Police website.

### A driver who receives a parking ticket has 3 options:

- \* To pay the ticket in cash within **90** days of receiving the ticket through a Postal Bank or with a credit card through the Israel Police website.
- \* Submitting a request to be tried within **90** days of receiving the ticket. To do so, complete a form that is attached to the ticket and send it to the National Center for Drivers' Appeals
- \* Submitting a request for cancellation of the ticket within **30** days of receiving the ticket.

A vehicle-owner who receives a ticket for a traffic violation registered to their automobile while being driven by someone else has the option of reporting the driver who committed the offense within 15 days of receipt of the ticket to the National Center for Drivers' Appeals. It is necessary to provide the details of the driver (name, address, identity number, etc.) and a copy of the ticket. It is also required to include a statement by the driver that they were in possession of/driving the automobile at the time the offense was committed, and a photocopy of their license.

Send the appeal by registered mail to the National Center for Drivers' Appeals, or through the Israel Police website.





## Traffic Court

The Traffic Courts (*Batei HaMishpat LeTa'avura*) have jurisdiction in cases of traffic and motor-vehicle related offenses. These include violations of automobile-insurance requirements, infractions of laws pertaining to the inspection of traffic and motor vehicle-related products and services, and violations of the Traffic Hazard Prevention Law.

A permanently-appointed Traffic Court Judge has the authority to rule in cases of death caused by negligence involving the use of a motor vehicle. Traffic and motor vehicle-related cases make up the most significant number of court cases in Israel.

## Auto Theft

To report a stolen vehicle, dial 100 to contact the Police. The owner must fill out a report at the nearest Police station, and provide their *te'udat zehut* and all automobile registration and ownership documentation. The information is entered into the Police database and distributed nationwide.

If ownership papers were stolen along with the vehicle, obtain proof of ownership from the Licensing Bureau. In order to do so, the owner must provide the Police with their identity number (*mispar zehut*) and automobile license number, and inform their insurance agent of the theft. The Police will provide documentation in order for the insurance company to either replace the vehicle or pay monetary compensation.

Be careful not to touch the doors, windows, or mirrors of a car that has been broken into, or any other place in which there could be fingerprints. Call the Police or bring the car to the nearest Police station in order to file a report, including a list of anything stolen from the vehicle. It is also imperative that the owner report the incident to their insurance agent.



## Traffic Accidents

Anyone who witnesses, or is involved in, a traffic accident, must take the following measures:

- Do not attempt to move injured victims of a traffic accident in any way, unless not doing so could expose them to further injury. In all other situations, do **not** move, lift, or shift injured persons. Moving an injured person can cause serious harm. An accident that involves a person who complains of any kind of pain is classified as 'an accident with injuries.'
- Do not move any vehicles involved in the accident, unless instructed to do so by a Police officer. Moving a vehicle without permission is a violation of the law.
- Call the Police immediately. Try to provide as much information as possible, including the exact location of the accident, the number of injured persons, the number of vehicles involved, etc.
- Involved parties are legally required to obey instructions and present requested documents to any Police officer on the scene, including *te'udat zehut*, driving license, automobile registration, and insurance documents.
- If no Police officer arrives at the scene, the law requires involved parties to provide their personal information to the injured person, including full name and identity number, insurance policy number, and the particulars of the vehicle. They are also legally required to report the accident to the Police, as well as whether there are any persons with injuries that prevent them from receiving information (e.g., they are unconscious).
- It is recommended that everyone involved in the accident undergo a thorough medical examination before determining that the accident did not cause any injuries. In many cases, pain from an injury may not manifest until hours or days after an accident. It is necessary to submit all medical documentation for inclusion in the Police file. Note that in order to claim accident insurance benefits from the National Insurance Institute, in most cases claimants must provide verification



that they have undergone a medical examination within 72 hours of the accident. Contact the National Insurance Institute for more information, or view their website, [www.btl.gov.il](http://www.btl.gov.il). See also the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet.

- Bring the following when reporting a traffic accident at a Police station:
  - \* Automobile registration (original and photocopy)
  - \* Insurance policy (original and photocopy)
  - \* Driver's license (original and photocopy)
  - \* Release form from emergency room/medical report from health fund (photocopy) if medical treatment was necessary.
- In certain cases, the Police investigate the accident and note details of the vehicles, tire tracks, and other evidence. When necessary, the Police may reconstruct an accident. Witnesses may be expected to participate in the reconstruction.
- Following the investigation, the Police decides whether to press charges against anyone involved in the accident. If no charges are filed, all parties are notified. However, if any party feels that the decision not to press charges is unjustified, they may appeal to the Police unit that closed the case. The appeal is sent along with the file to the State Prosecutor's office, which then issues a judgment to reopen the case or keep the file closed.

### **"Property-Damage Only" Accidents**

An accident in which property is damaged, but no person is injured, is a 'damage-only' accident.

In a damage-only accident, the parties may immediately clear the scene to avoid interference with traffic. They must exchange details with other people involved in the accident (name, ID card number, insurance) present relevant documents, and enable photocopying if necessary.

There is no requirement to notify the Police, but the parties have the right to do so. It is necessary to provide objective estimations of the damage. This can include an insurance company assessor's

report, or photographs that clearly show the damage. Involved parties can also bring a damaged vehicle to the Police station so that an investigator can view the damage.

## Roadside Spot Checks

Mobile units of the Vehicle Department are located on highways throughout the country in order to spot vehicles that endanger traffic. They may check any driver at any time.

### Dangerous Defects

A vehicle discovered to have dangerous defects is taken off the road, not allowed to continue its journey, and towed away. The defects are listed on a form, and the driver receives instructions for repairing the car into roadworthy condition. Following repairs at an authorized garage, the vehicle is again checked at an official vehicle inspection station, for a fee.

Following the check, the form listing the defects is signed at the station, and serves as a temporary license. The driver then brings the signed form to the Licensing Bureau in order to receive a duplicate license.

### Safety Defects

A vehicle found to have safety defects in the steering system, brakes, tires, or suspension, which do not pose an immediate threat, may be ordered off the road. The driver may be allowed to drive the vehicle to a garage for repairs.

Following the repairs, the vehicle must be tested again at an official vehicle-inspection station. After the form is signed at the station, the driver must apply for a duplicate license from the Licensing Bureau.

### Minor Defects

In cases in which a vehicle has minor defects, they are listed on the back of the driver's license, and the driver must sign an undertaking to make the necessary repairs within 7 days.



## **Air Pollution**

A vehicle that causes air pollution is prohibited from traveling the roads until the owner makes the required repairs and the vehicle is rechecked. Following the recheck, the driver must apply for a duplicate license from the Licensing Bureau.

## **Registration of Defects**

The Division of Mobile Units keeps records of vehicles in need of repair. A driver who misplaces the form that lists a vehicle's defects can request a replacement upon presentation of their *te'udat zehut*.

## **Summons to Repeat a Check**

A driver may receive a summons for a further check of their vehicle if necessary. The driver must appear with the vehicle at the time and place indicated on the summons, and bring their vehicle registration, driving license, and *te'udat zehut*.

## **Garages for Auto Repairs**

Visit the Ministry of Transport and Road Safety website, [www.mot.gov.il](http://www.mot.gov.il), in order to check whether the Ministry authorizes a specific garage.

The National Road Safety Authority of the Ministry of Transport and Road Safety presents the following reminders to promote safe driving:

### On the Road

- Note that the law requires the use of seatbelts for all passengers, including those seated in the back seat of the automobile.
- Drive in accordance with road conditions, the weather, and the state of the surrounding traffic. Remember that the first rain of winter makes the roads particularly slick, and is one of the most hazardous driving times.
- Use your headlights at all times, especially if the road is narrow or if the sun is behind you, and at twilight and dawn. Note that the law requires headlights at all times on inter-city roads from the first of November until the thirty-first of March. It is also recommended to keep your headlights on within the city during these months.
- Driving in hot weather can cause you to become tired and prevent you from being as alert as you should be. Try to nap before a long driving trip. Keep the radio on. If you are carrying passengers, be sure that at least one person is awake and keeps you talking. Keep running your air conditioner so that the cold can help you stay awake.
- Be sure to stop as often as possible to have a snack, to drink something, and to stretch your muscles. Stop your car in a secure place only, for example a parking lot or gas station, and never on the side of the road!
- To prepare for winter driving, check the air pressure of your tires. Make sure that the rubber is not dried out or damaged. Clean the windshield to ensure optimal vision, and be sure that headlights are clean so that you can easily see and be seen.
- Before starting the car, remove clothing that restricts movement or hats that restrict vision.



- It is both dangerous and illegal to speak into a hand-held cellular phone when driving. Talk in your car on a speakerphone only, and then only when absolutely necessary.

## Reflective Vests

The law mandates that all drivers keep a reflective vest with them inside their vehicle. Any time that a driver or passenger exits a vehicle on an inter-city highway, they must wear the vest.

## Crossing the Street

- Choose a safe place to cross, preferably at a pedestrian crosswalk with a traffic light.
- After alighting from a bus, wait until the bus has pulled away before crossing the road. Do not attempt to cross behind or in front of a bus at its station.
- When crossing near an intersection, look back to the street corner to make sure no vehicle is approaching.
- If you have to cross between parked cars, check that there is no driver inside a car who is about to drive off. Then move forward to the edge of the line of parked cars and stop there to look both ways. If the road is clear, cross in a straight line.

## When There are Children in Your Car

The law requires the following safety procedures when you have children in your car:

- Babies up to one year old must be restrained in baby seats, with their back facing the front of the vehicle, and not next to active airbags.
- Toddlers' seats should not be next to active airbags, and children ages 3 to 8 can sit on a special booster seat to allow them to reach the necessary height for use of a seatbelt and shoulder belt.

**In other words, the law requires appropriate restraining devices for children of all ages whenever they travel in an automobile.**



**Never leave children (or pets) to wait in an automobile even for a few minutes, even if the windows are open.** A car left standing in the sun can quickly heat up to temperatures of 40° degrees Centigrade (104 Fahrenheit,) and higher. Sadly, there are fatalities every summer.

**Each year, tragedies also occur in which babies and small children are forgotten in hot cars and vans, resulting in severe injury and fatalities. A number of tips can help to prevent such catastrophes.**

- Put a purse, briefcase, or cellphone in back next to the baby seat so that it becomes necessary to retrieve it and thus remember the child.
- Place an item of the child's, such as a large stuffed toy, in the front seat next to the driver, as a reminder.
- Place a prominent note or sticker in a place where the driver will see it, as a reminder that the child is in back.
- Parents whose children travel via organized transport can contact the kindergarten or school to verify that the child has arrived.
- Set a reminder on a cellphone or download apps that remind the driver of the presence of the child in the back of the car.
- Commercial devices have become available on the Israeli market following increased demand. These include clips, sensors, and alarms that alert drivers when a child is left alone in a car for more than a few minutes.
- It is now possible to acquire special stickers that remind parents of children in the car.
- Make a habit of always checking every seat and door whenever leaving the car.
- Be certain that the car is always locked when not in use, so that children cannot get into it and become trapped.

The government of Israel is currently considering legislation requiring alarm systems in new vehicles, and owners of older cars may eventually be required to install them as well.

Any person who finds a baby or child trapped in a hot car should call the Police and Magen David Adom without delay. Whenever possible, open or break a window and remove the child to a cool, shady place.





In order to import a vehicle to Israel, it is necessary to have a valid Israeli driving license that is suitable for the category of the vehicle. Individuals may import a single vehicle for personal use without an import license provided that the following conditions are met:

- The vehicle is a private-passenger vehicle of the M1 category (carries up to 8 passengers + driver) or M2 category for a person with disabilities (carries more than 9 passengers + driver) as specified by regulation and is not a commercial vehicle.
- The vehicle is within 24 months from the date of manufacture to the date of registration in the country (48 months for returning residents). It is not recommended to import a vehicle more than 22 months from the date of production. Be certain that 30 years have passed since production (the model year) when importing collectable cars.

Customs on the vehicle are levied according to Customs Authority regulations (see below).

It is not possible to freely import a vehicle into Israel whose make is not represented through an authorized dealer, nor listed with the Ministry of Transport and Road Safety. However, one may apply to the Ministry's Import Division to check the possibility of importation.

For more details about importing a vehicle, see the Ministry website.

## Customs on Imported Vehicles

### Customs Duties for New Immigrants

In most cases, a new immigrant who holds an Israeli driver's license, as well as a valid license from their country of origin, which was in their possession prior to first entrance as a new immigrant, is entitled to pay 76% of the taxes on all types of vehicles. This benefit applies when importing an automobile or purchasing a

new one in Israel from an authorized dealer. The automobile must be of a manufacture and model that is authorized for import by the Ministry of Transport. A new immigrant between the ages of 17 and 20, and serves in the IDF as a "lone soldier," is not required to have a driver's license from their last country of residence prior to aliyah in order to receive reduced-tax concessions on the purchase of a motor vehicle (and on condition that they do not depart from the country following military service for more than four months per year).

New immigrants must purchase or import the vehicle within 3 years from the date of aliyah in order to receive the discount. Compulsory service in the IDF is not counted in the 3-year period. The vehicle is limited to the immigrant's exclusive use for a minimum period of five years.

In order to take advantage of concessions on purchasing an automobile, new immigrants must convert their foreign license to an Israeli one, and pass a practical driving test administered by the Licensing Bureau. Details are available from the Licensing Bureau branch offices throughout the country. Note that this condition does not apply during the first year from the date of aliyah.

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**Note:** for detailed information on new-immigrant rights, consult the "Guide for the New Immigrant" available from the Publications Department. See the order form at the back of this booklet.

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## **Customs Duties for Returning Residents**

Returning residents pay Customs duties on vehicles according to the make and model of the vehicle, as well as whether the vehicle was manufactured in a member country of the European Union, the United States, or another country. Customs rates on used cars are usually lower. In all cases, it is recommended to consult with the Customs Authority in Israel for complete details. See Useful Addresses.



## **Customs Duties for Israeli Citizens**

All Israeli citizens must pay Customs duties on imported vehicles according to levels determined by the Customs Authority.

## **Vehicles During Their Warranty Period**

All new vehicles must have a warranty. Warranties vary from vehicle to vehicle, from importer to importer, and in the scope of coverage. The importer must give the customer the original manufacturer's guarantee of the vehicle and its parts. A customer who discovers problems during the warranty period may submit a complaint to the Ministry of Transport and Road Safety (see Useful Addresses).

The importer must inform the customer about any damage to a vehicle valued at more than 5% of the worth of the vehicle, or that reduces the worth of the vehicle, occurring prior to the customer taking possession. The importer must provide a letter that details the measures taken, copies of the registration, letters from the importer, and the purchase invoices.

It is important to be cautious when purchasing a used car. The Ministry of Transport and Road Safety offers the following tips:

- Be sure that the seller is the registered owner of the car. Check for discrepancies between the seller's personal information (name, identity number, address) as it appears on their *te'udat zehut* and their driving license.
- If the seller is not the registered owner, request to see a power of attorney permitting the sale of the vehicle. You can also note the name of the person granting the power of attorney, and confirm that the seller is authorized to act in their name.
- It is recommended to meet with the seller of the car in person, and not deal exclusively over the telephone.
- Be wary of a seller who will supply a cell-phone number only. Ask for the seller's home number and address.
- Be careful of purchasing a car from an individual who has only owned it for a short time. It is not usual to sell a car that has only been owned for a few days or weeks.
- Have the car checked by a servicing center or garage before purchasing. Try to use a center with which you are familiar and that you trust, and do not rely on the seller's recommendation. Ask the center or garage to note the serial numbers listed on the body and engine, and keep a copy of the serial numbers. Do not purchase any vehicle if the serial numbers do not match those on the purchase document (*shtar hamecher*). As long one or both parties has not signed documents or paid transfer fees, ownership has not been transferred, and the transaction may be halted at any time.
- Be aware that if there is no correspondence between the *shtar hamecher* and the seller's license, the license may be a fake.



- If you have any doubts or suspicions regarding the seller's integrity, you can ask the seller to accompany you to the Licensing Bureau. If the seller refuses to do so, this can be an indication that they are not acting in good faith.
- Responsibility for clarifying all details regarding the vehicle, the ownership of vehicle, any restrictions on the vehicle, and all other information, rests with both parties to the transaction.
- Process transfer of ownership at a post office branch. Note that information possessed by the Postal Authority is not complete, and the postal clerks are not responsible for checking or comparing data. Check with the Licensing Bureau when confirming information. The Licensing Bureau only conducts investigations with the *te'udat zehut* of the vehicle's owner.



The Transport Division of the Ministry of Transport and Road Safety provides the public with a variety of services including infrastructure, public transport, shipments, emergency transport, and organization. Also within the Division's jurisdiction are licensing for taxis, public and private buses, operators of service lines and buses, transport offices, car rental offices, and transport and shipping offices.

### Buses

Bus service is available in all parts of the country, on both urban and inter-city routes. The two largest bus companies are Egged and Dan. Egged maintains bus routes throughout the country. See the Egged website [www.egged.co.il](http://www.egged.co.il), or contact Egged Information for details. See Useful Addresses. The Dan Company services specific routes in the center of the country as well as routes from Bnai Brak to Jerusalem. For information on routes and fares, contact Dan Information. See Useful Addresses. Visit also the Dan Company website, [www.dan.co.il](http://www.dan.co.il). Other, smaller companies serve limited routes.

The Ministry of Transport and Road Safety's Public Transport online portal, [www.bus.gov.il](http://www.bus.gov.il) provides information about all bus and train lines in the country, including routes and timetables. Travelers can also call the Public Transport National Information Line. See Useful Addresses.

### The Rav Kav

Passengers on public transport have the option of simply paying a fare each time that they travel. Alternatively, in most cases, travelers who use public transportation on a regular basis use a fare card, the "Rav Kav."

The "Rav Kav" card is a personalized transportation fare smart-



card that contain the owner's photo and individual details (e.g., identity number, etc.). The card also contains information on any benefits to which the owner is entitled, such as a senior-citizen's or student's discount.

The card can be loaded with various forms of travel plans such as a monthly pass ("*chodshi chofshi*") or a multi-ticket fare pass ("*cartissiya*") and refilled as often as necessary. Cards are refilled with a cash payment to a bus driver, or by cash or credit card at an Egged ticket office.

Passengers can obtain a card at Rav Kav Service Centers at numerous locations, including the central bus stations of most major towns and cities. It is necessary to present a *te'udat zehut*, driver's license, or passport, and any documents required for a discount, such as a senior citizen's certificate. An application form is available for download from the Egged website ([www.egged.co.il](http://www.egged.co.il)). There is no charge for a Rav Kav. Consult the Egged website for more locations.

An individual who loses their Rav Kav, or whose Rav Kav is stolen, should go to one of the Service Centers and request a replacement. There is a small fee, which may be refunded if the original card is recovered. The owner of a lost Rav Kav that contained a monthly pass, and who reported it lost or stolen before the 20<sup>th</sup> of the month, may be eligible for a refund of the value of the monthly pass. An owner who reports the loss after the 20<sup>th</sup> of the month may be able to receive a partial reimbursement. For more information, consult with Egged, or visit their website.

Passengers can also choose an anonymous or semi-anonymous Rav Kav for a one-time fee. A passenger who purchases an anonymous Rav Kav does not need to provide personal information. An anonymous Rav Kav can be loaded with multi-trip tickets, and weekly and daily passes, and 'Accumulated Value' (see below) but not with a monthly pass. Passengers eligible for various discounts cannot receive them when using an anonymous Rav Kav. An anonymous Rav Kav is also not insured in case of loss or theft. Passengers can purchase an anonymous Rav Kav from a bus driver or at a Rav Kav service center.

Passengers can also purchase a semi-anonymous Rav Kav for a one-time fee. The card contains personal information and the



owner can receive various discounts according to eligibility. However, information about the owner's travel is not saved, and the card is not insured in case of loss or theft. Passengers can purchase a semi-anonymous Rav Kav at a Rav Kav Service Center. It is necessary to have a *te'udat zehut* or passport and any documents required for a discount, such as a senior citizen's certificate.

## Accumulated Value

'Accumulated Value' (*erech tsavur*) is a travel plan that enables passengers to load a Rav Kav with a specific monetary value. The value of the sum credited to the Rav Kav is greater than the amount paid by the passenger. The passenger can then use the Rav Kav for fares on buses and on the Jerusalem Light Rail. The card is debited with each use. Once the balance is depleted, the passenger can then reload the card.

## Bus Travel

Passengers can purchase round-trip and continuing-trip tickets on most inter-city routes; these are usually less expensive than paying full fares.

Passengers traveling with children may board with one child under the age of five and not pay a fare for that child. However, the passenger must pay a fare for any additional children, including children under the age of five. Passengers may board an Egged bus with a baby carriage free of charge, on buses for which the fare is less than a set maximum, except during the hours of 7:00-9:00 a.m., during which passengers must pay a fare. Check with Egged for details or see the Egged website.

Passengers on Egged buses who pay the fare directly receive a receipt from the driver. They must retain this receipt for the duration of the journey, and are subject to inspection by an official bus inspector. The job of the inspector is to ensure that all passengers have paid their fares. Inspectors also check Rav Kav cards. Any time that an inspector asks passengers to show their tickets or cards they must do so. The inspector has the authority to request that a passenger who lacks a ticket, or whose Rav Kav





is not valid, pay or repay their fare, or to confiscate the card of a passenger using it against regulations. However, the inspector may not eject a passenger from a bus unless that passenger refuses to pay the fare.

Passengers on Dan busses can also purchase “Rav Kav” cards for use on Dan buses, as well as single-journey fares, and combined tickets for Dan buses and train travel.

According to the regulations of the Egged Company, every person has the right to travel on a bus, to travel in safety, and as comfortably as possible. However, there are circumstances in which a driver may refuse to permit a passenger to board. These include a passenger who refuses to pay a fare, is drunk, is wearing filthy clothes, or is carrying hazardous or offensive substances. A driver is not obligated to allow a passenger aboard who wishes to pay the fare with a large bill for which the driver does not have change.

A driver must stop the bus and locate a Police officer, or drive the bus directly to a Police station, when a passenger is violent or behaving in a threatening manner towards the driver or other passengers.

Smoking is forbidden aboard buses.

Passengers have the right to request that the driver turn down the volume of the on-board radio. The law forbids drivers to conduct conversations while driving, unless they are offering assistance to a passenger, or giving information relevant to the journey. In all other circumstances, passengers have the right to request that the driver cease his conversation. If he does not, passengers may register a complaint with Egged (see Useful Addresses).

Other situations in which passengers are entitled to submit complaints include driving at a dangerous speed or in a careless manner, a driver who is unreasonable, rude, or aggressive towards a passenger, a driver who fails to stop at a designated bus stop, or any other situation in which a passenger feels that the driver has behaved in an unjustifiable manner.

A driver is obligated to identify himself any time that a passenger requests him to do so. However, the name and identification

number of the driver also appear on the driver's coin machine and on the ticket stand next to the driver's seat.

Submit all complaints in writing, with as many relevant details as possible, along with name, address and telephone number to the Public Inquiries department of Egged (see Useful Addresses).

Passengers are permitted to board buses with personal belongings, including handbags, suitcases, briefcases, portable shopping carts, folded baby carriages, and musical instruments, without paying an extra fare. However, it is necessary to pay an additional fare for cellos, organs and other large instruments, as well as electronic appliances, and furniture. Drivers may prevent passengers from boarding with large pieces of glass, flammable substances, industrial oil, and unsealed cans of paint.

Passengers may bring pets aboard buses; however, the owner must pay a full fare for the pet's travel. Passengers accompanied by a service dog do not pay a fare for their dog. Any other dogs that travel on a bus must be leashed and muzzled, and must be a size that enables them to be held on their owner's lap. The fare for pets is usually discounted for inter-city travel.

## Discounts on Public Transportation

The following categories may be eligible for discounts on public transportation upon presentation of the appropriate authorization:

- Students who have a student's card
- Senior citizens
- Soldiers in regular service and reserve duty as well as National Service volunteers.
- Recipients of disability allowances, certain types of income supplements, and survivor's allowances with income supplements from the National Insurance Institute may be eligible for discounts on bus travel. Eligible individuals should receive a *te'udat zeka'ut* (certificate of eligibility) for the discount by mail.
- Children and teenagers up to the age of 18 or the end of 12th grade can be entitled to a discount on the Rav Kav for a multiple-fare ticket (*cartissia*) for youth.



## The Jerusalem Light Rail

The Jerusalem Light Rail currently operates between Mt. Herzl to Pisgat Ze'ev, going through the city center, with more lines to be added in the future. The rail system replaces several bus lines.

Passengers must purchase a ticket for travel before boarding. A passenger may purchase an individual travel ticket at one of the stations along the route, or a multi-fare pass that can be added to a Rav Kav card. Passengers who do not have a Rav Kav can purchase an "anonymous Rav Kav" from a bus driver. The "anonymous Rav Kav" does not have the passenger's photo or personal details, but does enable transfer from the bus to the train (see above).

All passengers must validate their ticket immediately upon boarding a train by inserting their paper ticket into the ticket reader, or by scanning their Rav Kav on the electronic reader. Passengers must present their ticket or Rav Kav anytime they are requested to do so by a ticket inspector.

Senior citizens, students, and recipients of certain benefits from the National Insurance Institute can be eligible for a discount on fares.

Passengers travelling with a child under the age of 5 do not have to purchase a ticket for that child, but must purchase a ticket for any additional children. Passengers do not have to purchase a ticket for bringing a baby carriage on board a train, with the exception of carriages brought on board between the hours of 7:00-9:00 a.m., during which hours passengers must purchase a ticket for an open (not collapsed) baby carriage. Additionally, passengers are not required to purchase a ticket for a child up to the age of 5 with a disability, who is in a carriage (upon display of a "Rav Kav" that states eligibility from the National Insurance Institute).

The passenger may pay for an open carriage with the child's Rav Kav or with a one-time ticket purchase.

Passengers may board a train with a bicycle only if the bicycle is contained in an appropriate case.

Dogs are permitted aboard trains if they are small enough to sit on their owner's lap or held in their owner's arms. The dog must have

a muzzle and be on a leash, with the exception of service dogs accompanying an owner who has a "Certificate of Blindness," or a service dog being trained and wearing a training vest. The trainer must purchase a ticket.

For more information on the Light Rail route, as well as schedules and prices, visit the Customer Service Center (see Useful Addresses) or [www.citypass.co.il](http://www.citypass.co.il).

## The Haifa Carmelit

The Haifa Carmelit train has six stops. It begins service at 6 a.m. and runs until midnight (15:00 on Fridays and holiday eves). Passengers on the Haifa Carmelit can use a Rav Kav to pay the fare. Passengers can currently use a Rav Kav with an "accumulated value" for transfers to other public transport within 90 minutes in the municipal area only. The use of a Rav Kav with "accumulated value" for the greater Haifa area will be expanded in the future. For more information, visit the Carmelit website, [www.carmelithaifa.com](http://www.carmelithaifa.com).

## Taxis

Taxicabs are available in practically every city and town in Israel. Additionally, in some locations, special vehicles known as "*sherut*" taxis (shuttle vans) travel set routes and are shared with other passengers. The driver will generally not set out until the *sherut* is full. Fees are determined at the outset of the journey.

The Controller of Road Transport of the Ministry of Transport and Road Safety oversees taxicabs. Ministry regulations stipulate a number of rights of taxi passengers that are protected by law:

- All persons have the right to travel in a taxi, including persons with disabilities, and persons accompanied by a service-dog.
- Drivers may not refuse to transport passengers and their baggage without good reason.
- Drivers are entitled to refuse a passenger whose clothes are filthy, or who is not wearing clothes, a passenger who is discernibly mentally disturbed or intoxicated, or a passenger who is smoking or carrying a lighted cigarette, cigar, or pipe.
- Drivers are entitled to refuse a passenger armed with a loaded



weapon, unless the passenger is on official duty that requires a loaded weapon.

- The law requires the driver to operate the meter for every journey in a public taxi. The only exceptions are inter-urban journeys, for which the passenger requests a price determined by a list issued by the Ministry of Transport and Road Safety, and which states the fixed prices for specific routes. The set price is all-inclusive, from door to door. The driver may not add any other charge for inter-urban distances at either end of the journey. Taxi rates are listed on the Ministry website, [www.mot.gov.il](http://www.mot.gov.il).
- The driver may attach a surcharge of 25% for night journeys from 21:01 (9:01 p.m.) to 5:29 (5:29 a.m.), and for journeys on the Sabbath, holidays, and Independence Day. The surcharge is added from one hour before commencement of these days until 5:29 a.m. the morning following the conclusion of the holiday. There are also surcharges for journeys from Ben Gurion airport and from Haifa Port.
- A surcharge is added when passengers order a taxi in advance instead of hailing one on the street.
- Passengers are required to pay a surcharge any time that they request a driver to wait for them while the meter is not running.
- Taxi fare includes transportation of hand luggage. There is a surcharge for each suitcase.
- On a "special" trip, the taxi driver may not carry other persons in addition to the passengers ordering a journey unless requested to do so by the passengers, and in no case should the total fare exceed that determined in the price list (or shown by the meter).
- In addition to the number of passengers a driver is permitted to transport according to the terms of his license, he is allowed to transport two children under the age of five.
- Drivers must refrain from operating a radio or other source of noise or music in the vehicle, if a passenger requests them to do so.



## Rail Transport

Israel Railways (*Rakevet Yisrael*) operates the following commuter lines:

- Atlit-Beit She'an
- Beer Sheva-Dimona
- Beer Sheva-Haifa
- Beer Sheva-Hod HaSharon
- Beer Sheva-Nahariya
- Binyamina-Ashkelon
- Haifa – Kiryat Motzkin
- Haifa- Nahariya
- Herzlia-Jerusalem
- Hod HaSharon-Yavne
- Kfar Sava-Rishon LeTzion
- Nahariya-Modi'in
- Netanya-Rishon LeTzion
- Tel Aviv-Rishon LeTzion

Passengers can purchase a Rav Kav for use on trains and connecting buses.

Information on fares and schedules is available from Israel Railways. See Useful Addresses. Information on fares and schedules, as well as a map of routes and information on stations and facilities is also available on the Israel Railways website: [www.rail.co.il](http://www.rail.co.il).

According to Israel Railways, passengers who are delayed by 30 minutes or more through the fault of the railway operators may be entitled to compensation in the form of a rail ticket. Passengers who are delayed by more than one hour (from the scheduled time of arrival) can be entitled to receive two free regular tickets on the line traveled. For inquiries and information, consult the stationmaster at the destination. Alternatively, fill out a special form, available on the Israel Railways website, and submit it to the Public Inquiries department together with the original tickets.



## The Railway Museum

The Railway Museum hosts exhibits that illustrate the development of rail transport in Israel since 1892. The Museum also includes an exhibit on the present railway system. The Museum itself is a railway station in daily use. It is located at the Haifa East station, and is open on Sundays -Thursdays, from 8:30 a.m. to 14:00 p.m. There is an admission charge.

## The Trans-Israel Highway

The Trans-Israel Highway (Road Number Six) is the only road in Israel for which drivers are required to pay a toll.

The road is divided into sections, and drivers pay a toll fee according to the number of sections they travel. There are different toll rates for motorcycles, private cars, and trucks.

Drivers do not pay the toll fees at the time of travel. Their license plates are photographed along the route and they receive an invoice by mail. The Ministry of Transport also keeps a record.

Drivers who travel the road frequently can choose to purchase a "*paskal*" subscription. The "*paskal*" transmits through a device placed on the windshield directly to the computerized toll system, making it possible to identify vehicles and the distances traveled. Drivers receive the *paskal* device in exchange for a deposit, which is refunded upon return of the device. Drivers can also choose to pay tolls by having their license plates filmed by a video camera. To arrange for a "*paskal*," or video subscription, contact the Road 6 Service Center (see Useful Addresses). It is also possible to arrange for a "*paskal*" or video subscription at one of the service points located on the highway itself. Have following documents:

- Automobile licensing and registration
- *Te'udat zehut*/driving license/passport (original only)
- Credit card or forms for standing payment orders (*hora'at keva*) from a bank account, issued by the "Derech Eretz" company and signed by the bank. Forms are available by calling a service center or from the Road 6 website (see Useful Addresses).

In case of any problems when traveling on Road Six, call the Road Six Service Center. See Useful Addresses.



### Israel Civil Aviation Authority

The Israel Civil Aviation Authority provides a number of services to the public, including:

- Licenses and learners' permits for amateur pilots and for various types of aircraft including single-engine and twin-engine planes, helicopters, motorized gliders, and hot-air balloons.
- Licenses for commercial pilots, air traffic controllers, and other aviation professionals.
- Licenses for flight schools.
- Authorization of foreign pilots' licenses.

For more information, see Useful Addresses.

### The Israel Airports Authority

The Israel Airports Authority manages and operates Israel's civilian airports.

Ben Gurion International Airport, Israel's largest, is most commonly used for international travel, as well as for specific inland routes, particularly to Eilat.

The Israel Airports Authority offers the following advice to travelers:

#### Departing Travelers

- For updated information concerning flights (departure time, security-check location, pre-flight services, parking and ground transport, etc.) call the Ben Gurion Airport Information Line (see Useful Addresses).





- It is recommended to arrive at the airport at least three hours before departure time.
- Be sure to arrive at the airport with all required documents, including a valid passport and the visas or permits required at your destination.
- All passengers undergo a security check in one of the five security-check locations located on the ground level of the airport. In order to make the check more efficient, there are separate lines for holders of Israeli passports and foreign passports.
- Do not pack any kind of knives or pocketknives, scissors, or other related implements, in hand luggage. If it is necessary to transport these items, pack them in luggage that is checked through.
- Be sure to put tags on all checked-through luggage.
- Remove all old stickers and tags from luggage in order to prevent any confusion of bar codes that are printed on the stickers.
- Passport inspections are carried out in the departure hall following a security check of hand luggage. It is necessary to have a passport and boarding pass, and forms for foreign visitors filled out upon entering the country.
- Former Israeli citizens who do not possess authorization of renunciation of Israeli citizenship must depart the country with an Israeli passport.
- Israeli citizens who arrive at the airport with an expired passport may extend it for a fee at the Population Authority airport branch office.
- The Israel Police keeps a list of all persons against whom there is an order to prevent their leaving the country. In case of any questions, contact (02) 6294666.
- Travelers who purchase duty-free items at the airport prior to departure may leave them at the airport and claim them upon return. It is necessary to retain the purchase receipt in order to claim the items. Customs regulations prohibit returning travelers from going back to claim duty-free items once they have exited the Arrivals Hall.



## Arriving Passengers

- Israeli citizens must enter the country with an Israeli passport.
- Arriving passengers who do not hold an Israeli passport must fill out an entry form according to Border Control regulations. In most cases, passengers receive the form on board the flight, prior to landing.
- Former Israeli citizens who do not possess authorization of renunciation of Israeli citizenship must enter the country with an Israeli passport.
- Be sure to have all necessary documents for arrival in Israel, including valid passport, visa, and any other required documents.
- All arriving travelers pass through the Customs hall. The Green Lane is for travelers who have nothing to declare. Travelers with items to declare go through the Red Lane. Returning travelers who have electronic items worth more than \$200 are obligated to pass through the Red Lane and declare the items. They then must pay any duties levied.
- New immigrants undergo initial absorption procedures at the Ministry of Aliyah and Integration Ben Gurion Airport branch office. See the booklets entitled "Guide for the New Immigrant" and "Absorption First Steps" for details.

## Sea Transport

Sea transport is under the jurisdiction of the Shipping and Ports Authority. Among its areas of responsibility are shipping regulations, marinas and moorings, licensing and registration of boats, and certification for skippers and sailors. For more information, contact the Shipping and Ports Authority. See Useful Addresses.



## Public Complaints

### Public Transportation

For complaints concerning public transportation, contact the Department of Public Complaints of the Ministry of Transport and Road Safety by telephone or in writing. See Useful Addresses. If necessary, a complainant is invited to a meeting to which they must bring their *te'udat zehut*.

For complaints about bus service, contact Egged Public Relations or the Dan Corporation. The Ministry of Transport requires the bus companies to acknowledge receipt of the complaint within 7 days and to reply with results of an investigation or a response to the complaint within 14 days.

Submit complaints about train service to Israel Railways. See Useful Addresses.

### Taxis

Submit complaints about taxi service to the Director of Transport by mail, fax, or through the Ministry of Transport website (see Useful Addresses). In addition to the details of the incident and the number of the taxi, which appears on the roof of the vehicle, and/or the license plate number, the complaint should state the driver's name or description, the time and location of the incident, and the names of any witnesses.

The following matters are **not** within the jurisdiction of the Controller of Road Transport:

- Smoking by the driver. Complaints should be filed with the Ministry of Health.
- Traffic violations, or disputes between the driver and the driver of another vehicle. These matters are under the authority of the Police.

## Useful Addresses

Telephone numbers and some addresses change frequently in Israel. Consult the latest telephone directory or the information operator if you do not reach the number listed here. When a number has been changed there may not be a recorded message noting the change. Thus, if then number continues to be unanswered, check whether it is still in use.

### Ministry of Aliyah and Integration

[www.klita.gov.il](http://www.klita.gov.il) | [info@moia.gov.il](mailto:info@moia.gov.il)

#### Main Office

2 Rehov Kaplan  
Kiryat Ben Gurion  
POB 13061, Jerusalem

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#### National Telephone Information Center

(03) 9733333

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#### Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar  
Beer Sheva

(08) 6261216  
Fax: (08) 6230811

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#### Jerusalem District Office

15 Rehov Hillel

1-599-500-923

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#### Publications Department

Fax: (02) 6241585

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#### Haifa and Northern District Headquarters

15 Sderot HaPalyam  
Haifa

(04) 8631111  
Fax: (04) 8622589

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#### Tel Aviv and Central District Headquarters

6 Rehov Esther HaMalka  
Tel Aviv

(03) 5209112  
Fax: (03) 5209192



## The Ministry Of Transport and Road Safety

[www.mot.gov.il](http://www.mot.gov.il)

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5 Rehov Bank of Israel  
P.O.B. 867, Jerusalem

(02) 6663333/3222

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Licensing Information Center

1-222-5678/ \*5678

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Public Transportation  
Information Portal  
[www.bus.gov.il](http://www.bus.gov.il)

\*8787/052-9998787/072-2588787

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### Director of Transport

P.O.B. 867 5 Rehov Bank of Israel  
Jerusalem

Fax: (02) 6849876

For public complaints about taxi and bus drivers. Complaints may also be sent online through the Ministry of Transport website.

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## Licensing Bureaus

*(Misrad HaRishui)*

Contact the Licensing Information Center \*5678/1-222-5678  
for information about public reception hours, etc.

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1 Rehov Yehuda  
Next to the municipal authority  
[Ariel](#)

6 Rehov HaGadud Halvri  
[Ashdod](#)

40 Rehov HaHistadrut  
Canyon Lev Ashkelon  
[Ashkelon](#)



Canyon HaShemesh, Northern Industrial Zone  
[Beit Shemesh](#)

5 Rehov Manof  
[Beer Sheva](#)

2 Rehov HaLechi  
[Bnai Brak](#)

Rechavat HaRotem, Beit Hariri  
[Dimona](#)

1 Rehov HaChashmal  
[Carmiel](#)

12 Rehov HaMalacha, Halr Mall  
[Eilat](#)

157 Rehov Yaffo, Tzomet Dolphin  
[Kiryat Eliezer, Haifa](#)

2 Rehov Edison  
[Haifa Bay](#)

Derech Moshe Dayan, next to the police  
[Herzlia](#)

1 Rehov HaLochamim  
[Holon-Tel Gibborim](#)

17 Rehov HaTnufa, Talpiot Industrial Zone  
[Jerusalem](#)

Clal Building, 97 Rehov Yaffo  
[Jerusalem](#)

Local Council  
[Kiryat Arba](#)



Kenyon Lev HaTzafon  
[Kiryat Shmona](#)

2 Rehov HaKadar, Canyon Hadarim  
[Netanya](#)

104 Rehov Rokach  
[North Tel Aviv](#)  
Across from the exhibition grounds

7 Rehov Friedman, Kenyon Sirkin  
[Petach Tikva](#)

30 Rehov Herzl  
[Rishon LeZion](#)

Rehovot Mall  
[Rehovot](#)

Galilee Center  
52 Rehov HaGalilee  
[Tiberias](#)

Sha'ar HaIr Mall  
[Tzfat](#)

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There are also self-service points at certain selected shopping malls and SuperPharm branches. For problems and assistance when using a self-service point, contact "Memshela Zamin."

[Memshela Zamin](#) (02) 6664821

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## **Parking Tags for Persons with Disabilities**

### **Holon Licensing Bureau**

HaYehida LeTipul BeMugbalei Nayadut  
P.O.B. 72, Holon

To order a case for the card that attaches  
to the windshield

(04) 8512652



## Photography Centers

Femi-Premium

(03) 5688140

Taldor

Information Line

1-900-540040

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## The Fines Center

The Ministry of Justice  
www.eca.gov.il

073-2055000/\*35592

For inquiries about traffic fines, and payment by credit card.

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## Ministry of Transport and Road Safety The Medical Institute For Road Safety

*(HaMachon HaRefu'i LeBitichut HaDrachim)*

116 Derech Begin  
Tel Aviv

(03) 5634702

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## Customs Authority

www.mof.gov.il  
www.mof.gov.il/custom

Ben Gurion Airport  
Customs House  
Lod

(03) 9751111

2 Rehov HaBanim  
P.O.B. 241  
Ashdod

(08) 8510610

66 Rehov Kanfei Nesharim  
Jerusalem

(02) 6545555





3 Rehov Sha'ar HaNahal Haifa	(04) 8354811
Eilat Port P.O.B. 131 Eilat	(08) 6383888
3 Rehov Yisrael Galili Rishon LeTzion	(03) 9421666
31 Rehov Shazar Beer Sheva	(08) 6293333

## Egged Information

[www.egged.co.il](http://www.egged.co.il)

**Customer Service Center** \*2800

**Egged Public Relations Department** \*2800 or via the website, or  
Egged's Facebook page.

(For public inquiries)

Main Office (03) 9142010  
43 Airport City  
P.O.B. 43  
Ben Gurion Airport

Tel Aviv Central Bus Station (03) 6383945  
106 Rehov Levinsky  
Tel Aviv

Beit Egged call the Tel Aviv number  
2 Rehov HaHagana  
Haifa 31086

Jerusalem Central Bus Station call the Tel Aviv number  
224 Rehov Jaffa  
Jerusalem



### Lost and Found

\*2800

Tel Aviv and South  
Jerusalem and Environs

Tel Aviv Central Bus Station 7th Floor  
Jerusalem Central Bus Station

3rd Floor

Haifa and North

Haifa Hof HaCarmel Station

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## Dan Bus Corporation

[www.dan.co.il](http://www.dan.co.il)

[information@dan.co.il](mailto:information@dan.co.il)

Customer Service Line

(03) 6394444/\*3456

Public Inquiries

Fax: (03) 6933466 or via the website

Lost and Found

(03) 6394444/\*3456

New Central Bus Station, 7th Floor

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## Citipass

[www.citypass.co.il](http://www.citypass.co.il)

Customer Service Center

\*3686 or 072- 2564333

Binyan Clal, 97 Rehov Yaffo  
Jerusalem

Public Inquiries

Light Rail Central Depot

Derech Anatot

POB 44263

Jerusalem

Or via the website, or in person at the Customer Service Center

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## Haifa Carmelit

[www.carmelithaifa.com](http://www.carmelithaifa.com)

Information Line  
122 Sd. HaNasi, Haifa

(04) 8376861/2231

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## Israel Civil Aviation Authority

[www.caa.gov.il](http://www.caa.gov.il)

P.O.B. 1101  
Golan House, Rehov Golan  
Airport City

(03) 9774545

Public Inquiries

(03) 9774521

**Ben Gurion Airport Information Line**  
[www.iaa.gov.il](http://www.iaa.gov.il)

(03) 9755555 or \*6663

**Information on arrivals and departures:**

Hebrew  
English

(03) 9723331

(03) 9723332

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## Israel Railways

[www.rail.co.il](http://www.rail.co.il)

**Information service**

(08) 6831222/5770\*

**Customer service**

(08) 6261693

or by e-mail through the website

Fax for the hard-of-hearing

(08) 6261693

**Lost and found**

\*5770 / (08) 6831222

**24 Emergency Phone Center**

\*2442

(For reporting safety hazards on or near to a train)

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## Public Inquiries

Fax: (08) 6261693

Tel Aviv Station  
Savior Central P.O.B. 18085  
Tel Aviv 6118002

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## Railway Museum

Haifa East Railway Station  
museum@rail.co.il

(04) 8564293  
Fax: (04) 8564310

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## Shipping and Ports Authority

[www.israports.org.il](http://www.israports.org.il)

### Customer Service Center

Haifa  
Ashdod

(04) 8518666 or (04) 8518661  
(08) 8517846

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## Road 6 Service Center

[www.kvish6.co.il](http://www.kvish6.co.il)

(03) 9081111/ or \*6116

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## Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Aliyah and Integration, 15 Rehov Hillel, Jerusalem 9458115. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- ConsumerFocus Magazine
- Employment
- Education
- Guarding Your Health in Israel
- Guide to Services for Persons with Disabilities
- Guide to Transportation in Israel
- Guide to Ulpan Study
- Health Services in Israel
- Housing
- The Life Cycle in Israel
- Military Service
- National Insurance Institute
- Retirees
- Regulated Professions-Where to Apply
- Accountants
- Artists, Writers, and Athletes
- Computer and Hi-Tech Professionals
- Engineers and Architects
- Lawyers
- Medical Professionals
- Nurses
- Psychologists
- Scientists and Researchers
- Social Workers
- Teachers
- Where to Turn
- Assistance to Victims of Enemy Actions
- Registering for a Health Fund
- Information for Olim Newspaper
- Shiluv Magazine

Name \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_

Date \_\_\_\_\_



## *A moment of your time!*

In order to improve the level and usefulness of the material presented in this booklet, we would appreciate it if you would answer the following questions:

1. Where did you get the brochure "A Guide to Transportation in Israel?"

Airport   Ministry of Aliyah and Integration   Other (specify)

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2. To what extent did this booklet provide you with the information that you needed? (1 is the lowest rating, 5 is the highest rating)

1   2   3   4   5   Comments \_\_\_\_\_

3. Please rate the following areas from 1 to 5 (5 being the highest rating)

Clarity of the Text                      1       2       3       4       5

Sufficiency of Details                  1       2       3       4       5

Design of the Brochure                1       2       3       4       5

Usefulness of the Brochure           1       2       3       4       5

We would appreciate the following information for statistical purposes:

Profession \_\_\_\_\_ Age \_\_\_\_\_

Country of Origin \_\_\_\_\_ Year of Aliyah \_\_\_\_\_

Place of Residence \_\_\_\_\_ Date \_\_\_\_\_

Please send the completed questionnaire to the Ministry of Aliyah and Integration, Publications Department, English Section, 15 Rehov Hillel, Jerusalem, 9458115, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Aliyah and Integration nearest you.

*Thank you for your cooperation.*

*Best wishes for an easy and successful absorption!*



## Driver's Licenses for New Immigrants

*(Update from page 7)*

New immigrants and returning residents who have a foreign license valid in their country of origin, and who have at least five years of driving experience can convert their foreign license to an Israeli one immediately without being required to take a test, a medical examination, or an optical examination.

A new immigrant must present an eye examination, the foreign license and a copy of the license, a physical examination, *te'udat zehut* and *te'udat oleh*. New immigrants may convert their foreign license within 3 years, on condition that the foreign license was granted prior to receipt of new-immigrant status and entry into Israel.

A returning resident must present an optical examination, a physical examination, their foreign license, a copy of their foreign license, *te'udat zehut*, and passport with stamps that indicate the dates of entrance and exit from the country. Returning residents may convert their foreign license within one year from their date of return on condition that they reside overseas for at least 6 months and the foreign license is valid for at least 6 months.

