
Virtual Base and Livery Stands Pilot Proposal



May 28, 2009

NYC Taxi and Limousine Commission

Background

- 488 Livery bases located throughout the City
 - 21,227 Livery vehicles
 - Livery services must be pre-arranged
 - Liveries provide critical transportation services throughout the City
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Observations from the Field:

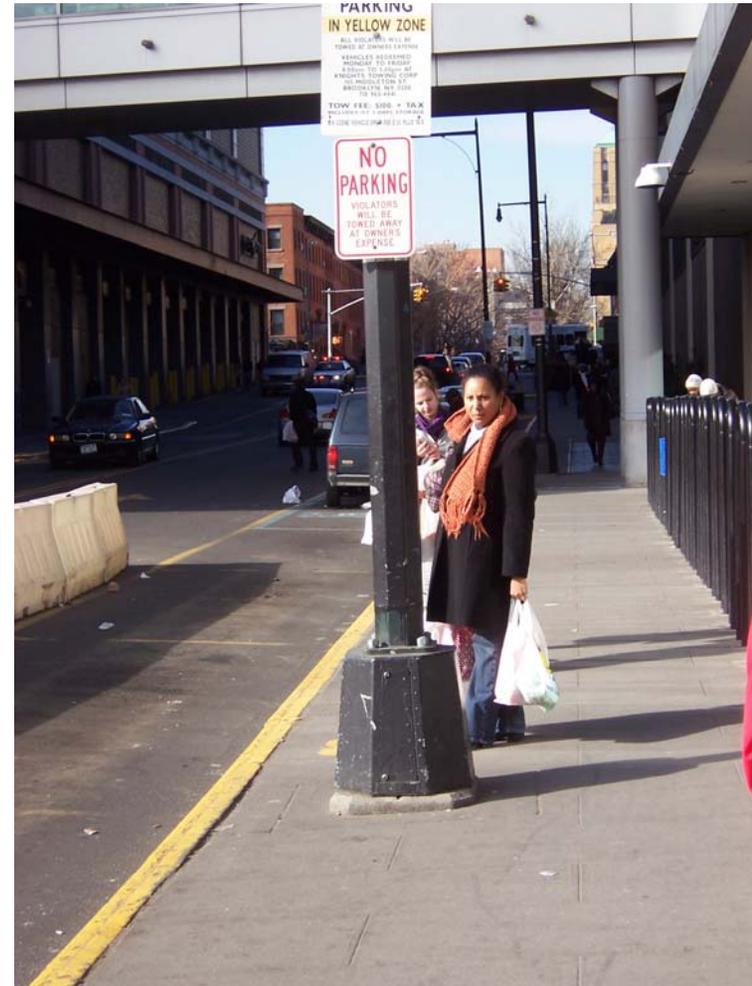
Models of service

Legal:

- Dispatch by Base - Traditional Model

Illegal:

- Line Service Model
 - Vehicles wait in a line for passengers
 - Popular at Ferry Terminals, Bus terminals, terminus of train and bus lines
- Street-Hail Model
- Satellite Base or Mini Dispatch Model
 - An on-site dispatcher or a courtesy phone facilitates service with a base



Managing Passenger Need's

Passengers Seek:

“On Demand” livery service outside of Manhattan CBDs.

Concerns of “On Demand” Service

- No dispatch or other records of trip
 - No verification of license driver, vehicle, or base affiliation
 - No verification TLC standards are met
 - No clear fare structure
 - No recourse for poor service
 - Essentially “hitch-hiking”
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Pilot Proposal: “On-Demand” Dispatched Service

Goals:

- Facilitate “on-demand” service
 - Preserve safety and accountability of traditional dispatch service
 - Emulate service provided by Black Cars
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Pilot Proposal: “On-Demand” Dispatched Service

Concept:

- At approved locations allow for “on-demand” service
 - Location must be on private property
 - “Satellite Office”
 - Service must be provided by a TLC licensed base, vehicles and drivers
 - Dispatches by dispatcher or phone
 - Livery Stand
 - Clearly marked
 - Ample space to stage
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Proposed Pilot Requirements



- ✓ Only TLC licensed Bases
 - ✓ Only TLC Licensed Drivers and Vehicles
 - ✓ Signage describing service
 - ✓ Fare chart
 - ✓ Business Plan
 - ✓ Hours of operation
 - ✓ Base contact information
 - ✓ Dispatcher and or courtesy phone on site
 - ✓ Receipt of service for customer
 - ✓ Trip records kept by base
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TLC Pilot Proposal Process

- TLC issues RFI-seeking at least 2 pilots per borough
 - Pilot to last 12 months
 - Staff analysis of pilot
 - Periodic reports presented to the Commission for review
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