



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

# Accessible Vehicle Central Dispatch Proposal

December 14, 2006  
Commission Meeting

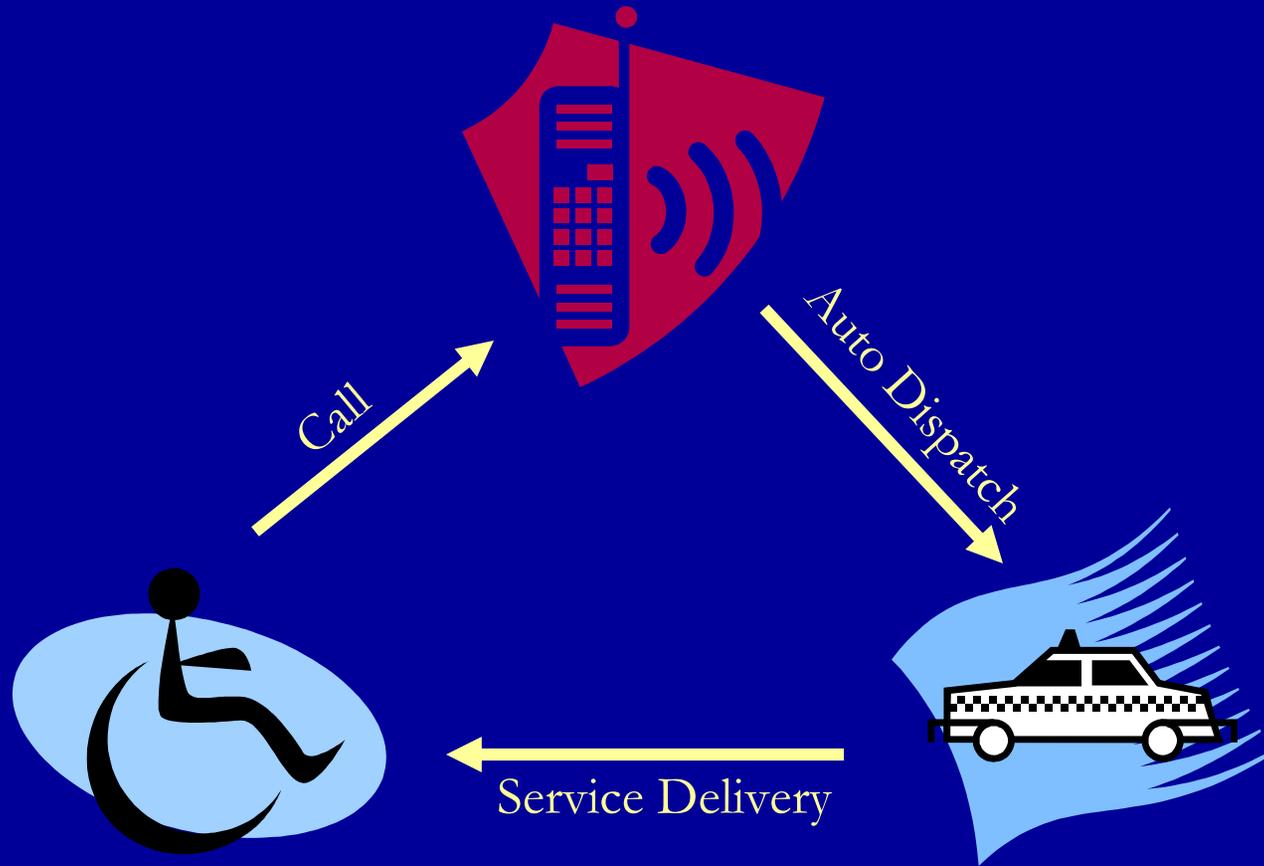
# Where We are Today

- Number of accessible yellow cabs:
  - Now: 81
  - Soon: 231
- Number of accessible liveries is unclear
- Concern: Service vs. Demand
  - Users feel there's a lack of service
  - Providers argue there's almost no demand

# Making the System Better

- Balance limited demand with limited supply of accessible vehicles
- Consolidate demand through a central call center
- Manage service levels to make sure demand is met and good service is provided by ensuring:
  - Vehicles are dispatched in a reasonable amount of time
  - Passengers pay a fair fare
  - Drivers are on the road and making money

# Accessible Service on Demand



# Starting Assumptions

- **Passenger Needs:**
  - Citywide
  - Must Meet Estimated Demand
  - Same fares
- **Service Delivery:**
  - Call Center with Electronic Dispatch – Technology
  - Drivers and Vehicles must earn money
  - Vehicles must be on the road to provide best service

# Passenger:

## Possible Guidelines for Dispatch



1. Passenger calls for accessible taxi.
2. Dispatcher takes passenger's ride information (either on-demand or reservation)
3. Dispatch service locates closest accessible vehicles, communicates with driver and gives passenger estimated arrival time and medallion or vehicle number.
4. Passenger should be waiting curbside when cab arrives.

# Driver:



## Possible Guidelines for Dispatch

1. Driver receives text/message from dispatcher with origin/destination.
2. Dispatch system gives cab estimated arrival time.
3. Driver is responsible for assisting passenger into the vehicle and securing them and packages they might have.
  - *Driver is not responsible for assisting passenger from apartment, steps, etc...*

# Project Development

- City Partners:
  - Mayor's Office for People with Disabilities
  - Mayor's Office of Operations
  - Department of Information Technology and Telecommunications
- Outreach and discussion:
  - Advocates for disability community
  - Potential service providers – Drivers, Medallion Owners, Livery Operators
  - Other Parties:
    - Easter Seals

# Some Questions

- What is the right number of vehicles?
- What role should the yellow cab industry play?
- What role should the livery industry play?
- Consequences for passengers who abuse system?
- Who will run and operate the dispatch system?
- Can 311 be leveraged?

# Next Steps

- Commission Feedback
- Follow up conversations with all parties
- Continue research on dispatch system and appropriate model for program
- Make a decision in early 2007 on direction and implement



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