



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

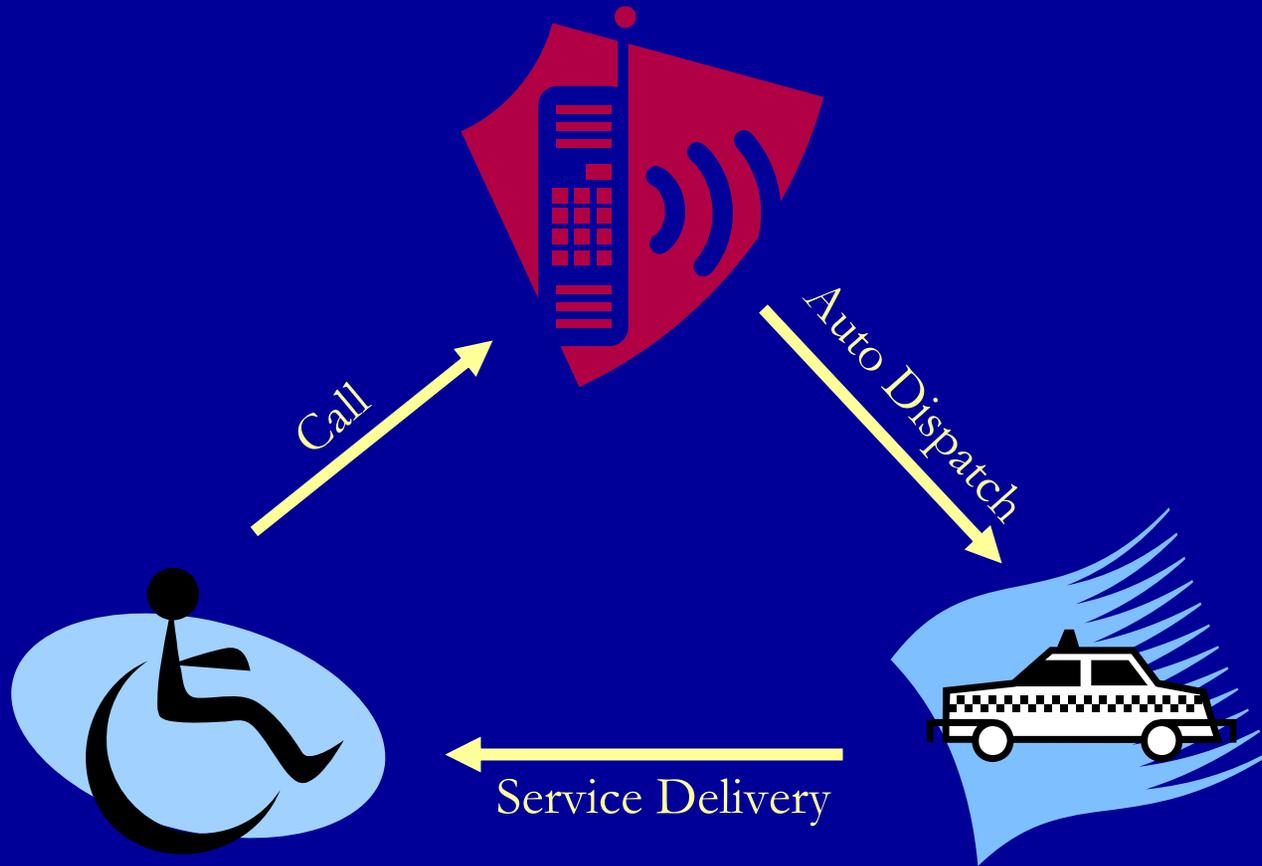
Demonstration Project: Accessible Vehicle Dispatch Proposal

May 10, 2007

Accessible For-Hire Service 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

Citywide Accessible Service on Demand



How Dispatch Would Work

- Wheelchair using passenger calls 311;
- 311 ensures passenger wants to utilize accessible taxi dispatch service and transfers call to dispatcher/vendor;
- Dispatcher/vendor uses electronic dispatch system to locate closest available accessible vehicle, communicates with driver and estimates pickup time and fare for driver and passenger.

Potential Challenges

- Advocate Concerns
 - Service levels will not be satisfactory
 - Dispatch system would replace goal of fully accessible fleet
- Driver Compliance
 - Will they make money providing accessible rides?
- Passenger/Public Abuse
 - No pre-screening could result in misuse by public

Why a Demonstration Project?

The demonstration project gives TLC the opportunity to study:

- Demand for Accessible Service (consolidating demand under one system)
- Reaction to readily available, non-subsidized accessible service, while measuring passenger level of service
- New, electronic dispatching technology
- Performance and quality of accessible vehicles

Duration of Demonstration Project

- TLC expects the program to run for 24 months*
- More than one year is needed to test feasibility and demand for service
- TLC plans to do extensive studies and Evaluation
- Results will be shared with public, TLC's Board of Commissioners and NYC Council

*If the project goes through bidding process, extension will be requested.



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