



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

# Accessible Vehicle Service: Central Dispatch Demonstration Project

August 9, 2007  
Commission Meeting

# Accessible Dispatch Program

## Program Goal:

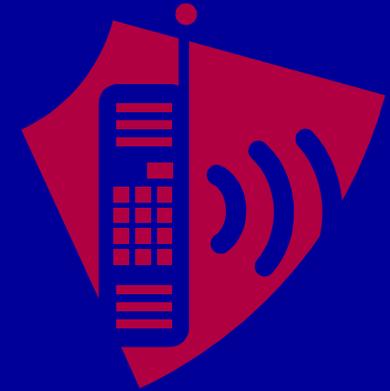
- Match unknown demand for wheelchair accessible taxi service with limited supply of accessible vehicles
  - Consolidate demand through a central call center
  - Provide reasonable level of service

# Accessible Dispatch Demonstration Project

- Allows TLC to test central dispatch idea
- Central Dispatch has proven successful in other cities; most notably, Chicago
- Demonstration project would:
  - Gauge demand of for-hire accessible service
  - Test dispatching technology
  - Establish best practices of service
  - Enable TLC to monitor program for two years to determine how to best provide accessible service in the future

# Demonstration Project

## Rules: Passengers



- Dispatch system is for passengers using wheelchairs ONLY
- Passengers must be able to get to the curb
- Passengers will pay normal metered taxi fare
- Passengers who call and are not in wheelchairs are subject to paying twice the normal fare
- If passengers are more than 10 minutes late for the ride, the driver is permitted to leave

# Demonstration Project

## Rules: Drivers



- Accessible vehicle drivers must be properly trained.
- Drivers need to help wheelchair user in and out of cab, secure passenger and any packages they have.
- Drivers should always be available to respond to an accessible dispatch.
  - He can alert dispatcher if he is occupied or on break so dispatcher can estimate reasonable pick-up time.
- If a driver refuses too many dispatches, he will be subject to penalties.
- Drivers put meter on at time of reservation/dispatch or when they arrive for pickup (whichever is later)

# Demonstration Project

## Rules: Vehicles



- Wheelchair accessible taxis are mandated to participate in program.
- Accessible taxis must meet TLC specifications for accessible vehicles.
- Wheelchair accessible FHV's may opt into dispatch system.
  - Participating FHV's are subject to all accessible dispatch rules and held to same standard as accessible taxis.
- Accessible FHV's in dispatch system will be equipped with a meter for accessible trips.

# Project Development

- **City Partners:**
  - Mayor's Office for People with Disabilities
  - Mayor's Office of Operations
  - Department of Information Technology and Telecommunications - 311
- **Outreach and discussion:**
  - Advocates for disability community
  - Potential service providers – Drivers, Medallion Owners, Livery Operators
  - Other cities: Chicago, San Francisco and London
  - Other Parties: Easter Seals

# Next Steps

- August and September:
  - Outreach to potential users, advocates, drivers and owners.
  - Proposed rules posted on TLC's website
- October:
  - Public Hearing on proposed dispatch rules
- November:
  - Soft launch of dispatch system
- January:
  - Staff update Commission on dispatch system progress



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