



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

Paratransit Rules:

Improving Customer Service and Quality of Service

May 10, 2007

Background

- **Current fleet is the oldest regulated by TLC:**
 - 2289 paratransit licensed vehicles
 - Average age of fleet is > 7 yrs
 - 53% of fleet > 7 yrs with 18% > 10 years.
- State Department of Health sets revenue collected by ambulettes for Medicaid–reimbursed trips.
- Rates are set with close consultation from City Department of Health and Mental Hygiene.
- A coalition of ambulette groups requested a significant increase.
- Upon obtaining State and City approval of this fare increase, the City seeks to enhance customer service by implementing several improvements .

Customer Service Improvements

- **Upgrade of Ambulette Fleet:**
 - Retirement age of 7 years for licensed vehicles.
 - Only new vehicles can be placed on the road
 - **Beginning Jan 1, 2008: implementation of vehicle retirement ages will be phased-in via the following schedule:**
 - 1) 2008: Vehicles 10 years of age or older will retire
 - 2) 2009: Vehicles 9 years of age or older will retire
 - 3) 2010: Vehicles 8 years of age or older will retire
 - 4) 2011: Vehicles 7 years of age or older will retire

Electronic Trip Tracking

- **Electronic Trip Tracking:**
 - To better track service and limit fraud.
- **July 1, 2008: Ambulette vehicles will utilize electronic, automated trip tracking.**
- **Trip Data will include:**
 - Date
 - Time of Pick Up
 - Pick up Location
 - Drop off Destination
 - Driver's TLC License Number
 - Vehicle License Plate Number

Fare Increase for Ambulettes:

- Negotiated Round-Trip Fare:

	< 5 miles	> 5 miles
Old Fare	\$50	\$62
New Fare	\$60	\$74.40

	Per Trip	Per Day	Per Year
Additional Revenue	\$9.60	\$52	\$12,500
Cost of New Vehicles	\$2.00	\$11	\$2,600
Cost of Electronic Tracking	\$0.27	\$1.50	\$360



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