



Press Release
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TLC RELEASES CITYWIDE ACCESSIBLE DISPATCH PROGRAM RFP

The New York City Taxi and Limousine Commission (TLC) today published a Request for Proposals (RFP) to seek a qualified vendor to administer a citywide Accessible Dispatch Program that would significantly expand the level of taxi service available to passengers who use wheelchairs. The TLC's current Accessible Dispatch Program has been serving passengers since 2012, and in the last year alone has provided over 47,000 medallion taxi rides originating in Manhattan to destinations throughout the city. The goal of the new expanded program is for it to feature citywide pick-up by either a yellow or green cab, depending on closest availability.

By expanding upon the current accessible dispatch program, wheelchair-using passengers throughout the five boroughs will have access to reliable, spontaneous wheelchair accessible taxi service that utilizes an advanced reservation system to maximize efficiency.

"Spontaneous mobility is an essential component of leading fulfilling work and personal lives," said TLC Commissioner and Chair Meera Joshi. "Our existing accessible dispatch system, with pick-ups limited to Manhattan, has helped to provide that quality for thousands of users over the past two years. It is now essential that we ensure that this level of service is available to persons with disabilities throughout the city. With 1,125 accessible Boro Taxis and 581 yellow medallion taxis on the road, and a well-crafted RFP that will help us choose the best possible service provider, we're in the best position possible to achieve our goals."

"Over the past few years, this program has helped thousands of users get where they're going more conveniently and comfortably," said Victor Calise, Commissioner of the Mayor's Office for People with Disabilities, "offering them travel options that never before had existed. Building on that solid foundation and incorporating the lessons learned from both the extended pilot program and the limited program that succeeded it, I think we are well-primed for this expansion."

With an eye toward the launch of a fully-operational program in January 2016, the RFP sets a deadline of July 8, 2015 for all interested respondents to submit a detailed proposal. The selected vendor will be granted an initial three-year contract, which would include three separate one-year renewal options.

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The selected vendor will become the exclusive administrator of the Citywide Accessible Dispatch Program, with responsibilities including (but not limited to):

- Operating a 24/7 call center to receive and speedily process trip requests from passengers;
- Developing innovative smartphone app technology that allows for seamless delivery of passenger requests and dispatches to drivers of wheelchair-accessible taxis;
- Coordinating the fleet of wheelchair accessible taxis with the goal of ensuring an available taxi picks up a passenger within 15 minutes of their request;
- Encouraging driver participation through existing and new incentive programs;
- Marketing and promoting the Citywide Accessible Dispatch Program to potential users who would benefit from the service;
- Reporting program data and trip records to the TLC on a routine basis.

The RFP may be obtained via the City Record website:

<http://www.nyc.gov/cityrecord>. (Click on “City Record On-Line (CROL),” then click on “Start Searching.” Search using the PIN #156.) All parties who obtain the RFP – electronically or otherwise – must be registered with the site and provide their organization’s name, address, telephone number, fax number, a contact person, and that person’s e-mail address. RFPs will not be distributed without the above information.

The TLC will hold a Pre-Proposal Conference for prospective proposers on Wednesday, May 27, 2015 at 11 a.m. at 33 Beaver Street, 19th Floor (Commission Hearing Room), New York, NY 10004.

About the NYC TLC:

The New York City Taxi and Limousine Commission (TLC) was created in 1971, and is the agency responsible for the regulation and licensing of more than 200,000 yellow medallion taxicabs and for-hire vehicles, their drivers, and the businesses that operate and support them. It is recognized as the largest and most active taxi and limousine regulatory body in the United States.

To find out more about the TLC, or to review its rules, regulations and procedures, we encourage you to visit our official web site at WWW.NYC.GOV/TAXI or call 311 in New York City, or 212-NEW-YORK from outside of New York City.