




# Accessible and E-hail Trips: What Drivers Need to Know

			
<b>What is it?</b>	A Taxi & Limousine Commission program to provide wheelchair accessible yellow or green taxi service.	The Metropolitan Transportation Authority's paratransit taxi pilot is for eligible customers with disabilities. <sup>1</sup>	E-hail allows any passenger to order a yellow or green taxi by smart phone app.
<b>Who can get the trip?</b>	Drivers of Wheelchair Accessible Vehicles (WAVs).	Drivers of WAVs and non-WAVs.	Drivers of WAVs and non-WAVs.
<b>How is the trip offer shown on DIM screen?<sup>2</sup></b>	<u>TLC WAV DISPATCH</u>	<u>MTA ACCESS-A-RIDE</u>	<u>CURB E-HAIL REQUEST</u> or <u>ARRO E-HAIL REQUEST</u>
<b>Am I required to accept?</b>	Yes. Drivers are <u>required</u> to take these trips. Not accepting the trip is a <u>service refusal</u> .	No. Drivers are <u>not required</u> to take these trips.	No. Drivers are <u>not required</u> to take these trips.
<b>Who pays the fare?</b>	Passengers pay the metered fare in the vehicle, like a street hail.	Passengers pay amount listed in the offer (usually \$2.75). Your Technology Service Provider will pay the balance (Curb and CMT/Arro only). You may receive a metered or flat fare.	Passengers pay the full metered fare in the vehicle, like a street hail. Passengers may also pay with an e-hail app.
<b>Do I get an incentive for completed trips?</b>	Yes. Drivers receive a Dispatch Fee, and the meter. Sign up with your Technology Service Provider (Curb, CMT/Arro, Athena) to receive Dispatch Fees. The passenger never pays the Dispatch Fee.	Drivers should contact their Technology Service Provider about incentives.	Drivers should contact their Technology Service Provider about incentives.
<b>Do I get payment for cancellations or no shows?</b>	Yes. You can collect up to two cancellation or no show payments each week.	Contact your Technology Service Provider (Curb, CMT/Arro, or Athena) for more information.	Contact your Technology Service Provider for more information.
<b>Can I get Taxi Improvement Fund (TIF) payments on these trips?</b>	<u>Yes. Enrolled WAV</u> drivers will receive TIF payments. Enrollment forms are on the TLC website.	<u>Yes. Enrolled WAV</u> drivers will receive TIF payments for trips <u>in WAVs only</u> . Enrollment forms are on the TLC website.	<u>Yes. Enrolled WAV</u> drivers will receive TIF payments for trips <u>in WAVs only</u> . Enrollment forms are on the TLC website.
<b>What if I have questions?</b>	Follow in-vehicle instructions or call the Dispatcher at 646-942-5957.	Follow in-vehicle instructions or call the Dispatcher.	Follow in-vehicle instructions or call the Dispatcher.

Note 1: MTA program is a pilot, and rules may change for future service.

Note 2: Other licensed e-hail companies may send requests through a separate driver app.

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## Need a ramp refresher?

The TLC Accessible Dispatcher offers a free weekly refresher on how to use your ramp and securements. The hands-on training only takes 15 minutes, and there is no RSVP required.

To sign up for a refresher, contact 646-942-5957 or [drivers@accessibledispatch.com](mailto:drivers@accessibledispatch.com).

## RESOURCES

- For the detailed Dispatch Fee schedule, visit <http://accessibledispatch.com/driver/>. Remember, the passenger never pays the Dispatch Fee.
- To enroll in the Taxi Improvement Fund program, visit [http://www.nyc.gov/html/tlc/downloads/pdf/tif\\_driver.pdf](http://www.nyc.gov/html/tlc/downloads/pdf/tif_driver.pdf). Email [tift@tlc.nyc.gov](mailto:tift@tlc.nyc.gov) with questions.
- For questions about Access-A-Ride or incentive payments, contact your Technology Service Provider
  - Curb: (888) 432-7031
  - CMT/Arro: (877) 268-2947
  - Athena: (866) 482-9467

## SAFETY AND SERVICE TIPS

- Always ask the passenger how to appropriately assist them— there are many different types of wheelchairs and other mobility devices. The passenger is the expert.
- If a passenger uses a walker, do not touch or take the walker without asking. Ask if he or she would like assistance folding and storing the walker. **Take care when assisting them if they ask for help.**
- When securing a passenger who uses a wheelchair, use all four securements that attach to the floor, and the lap/shoulder belt. Secure the front of the wheelchair first, then the back. If a passenger declines some or all of the securements, please respect their choice.
- Start the meter after the passenger is safely secured in the vehicle.
- Always contact the Dispatcher with questions during a trip. They can assist with vehicle and payment issues, and help you get the passenger to their destination safely.

