

In Re NYC - Taxi & Limousine Commission Public Hearing
January 22, 2025

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NEW YORK CITY
TAXI & LIMOUSINE COMMISSION
PUBLIC HEARING

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January 22, 2025
10:01 a.m.

PUBLIC HEARING
Held
Virtually Via Zoom

B E F O R E :

COMMISSIONER AND CHAIR
DAVID DO

GENERAL COUNSEL
SHERRYL ELUTO

Court Reporter
Stephanie O'Keefe

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A P P E A R A N C E S :

COMMISSIONER/CHAIR DAVID DO
GENERAL COUNSEL - SHERRYL ELUTO

BOARD OF COMMISSIONERS:

COMMISSIONER PAUL BADER
COMMISSIONER THOMAS SORRENTINO
COMMISSIONER KENNETH C. MITCHELL
COMMISSIONER ELISA VALAZQUEZ
COMMISSIONER SARAH KAUFMAN

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1 MODERATOR: -- in Zoom meeting when you
2 signed up to speak, this will enable the
3 moderator to confirm that you are present in
4 the meeting.

5 Closed captioning is available for today's
6 meeting. Thank you for your attention.

7 I will now yield the floor to our
8 Commission and chair David Do.

9 CHAIR DO: Good morning. Welcome to
10 today's public hearing on TLC's proposed rules
11 on accessible taxicab E-hail service.

12 I am Commissioner David Do, and I am
13 joined today by Commissioners Mitchell,
14 Valazquez, Kaufman, and Bader.

15 I hope everyone had a restful long
16 weekend, and I hope drivers out there were
17 working. I hope that January has been an
18 incredibly good month.

19 Increasing trip options specifically,
20 options for people requesting
21 wheelchair-accessible taxicabs is why we are
22 here today. Two weeks ago, we heard comments
23 about TLC's rule proposal to increase upfront
24 payments from the Taxi Improvement Fund, or
25 TIF, to help medallion owners convert to

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1 wheelchair-accessible vehicles.

2 We are under a federal court order to
3 convert fifty percent of the active taxi fleet
4 the Waave by March, that's
5 wheelchair-accessible vehicles by March, and
6 all new hack-ups must be wheelchair accessible
7 until we reach that goal post. We are
8 committed to doing exactly that.

9 At the same hearing, we saw a presentation
10 from Deputy Commissioner Hines, illustrating
11 how TIF will become insolvent unless we make
12 adjustments. One adjustment we made to both
13 improve accessibility and keep the TIF moneys
14 moving, is to streamline our Accessible
15 Dispatch program, which is part of the rule
16 package we are discussing today.

17 Let me be clear that a call option, a 24/7
18 call option with training for that staff is
19 part of this rule package. We are going to
20 require that by rule for the E-hail providers.
21 And to walk us through the specifics of that is
22 Cindi Davidson, our assistant commissioner for
23 program planning and management, to give us a
24 presentation on what that means, and what the
25 proposed changes are.

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1 Cindi.

2 MS. DAVIDSON: Thank you very much,
3 Commissioner Do, and good morning,
4 Commissioners.

5 I will share my screen shortly.

6 (Whereupon, Ms. Davidson shared
7 her screen for all to view.)

8 Thank you, Commissioner Do, again, and
9 good morning Commissioners. My name is Cindi
10 Davidson, and I serve as the assistant
11 commissioner of program planning and management
12 in the division of operations people and
13 innovation.

14 Today, I will go over the proposed rules
15 that will transform Accessible Dispatch service
16 from a single-provider model to a
17 multi-provider, serviced by TLC licensed E-hail
18 apps, similar to how accessible service is
19 provided in the FHV sector. PI will also
20 describe each slide in the presentation.

21 So this slide is the title slide, proposed
22 accessible E-hail rules, expanding Accessible
23 Dispatch options, and I have listed TLC and my
24 name.

25 The next slide is a slide of text, and

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1 it's about the Accessible Dispatch program's
2 new approach.

3 First, Accessible Dispatch lets customers
4 request a wheelchair-accessible taxi anywhere
5 in the City. The original, Manhattan-only
6 program launched citywide service in 2018. I
7 will go over the history of Accessible Dispatch
8 later on in the presentation.

9 For the new approach, TLC is planning to
10 move away from a single-contract model to a
11 program that is serviced by multiple TLC
12 licensed E-hail app providers. Our goal is to
13 provide easy to use and reliable access to
14 wheelchair-accessible taxis or Waaves for
15 people with disabilities and low mobility,
16 similar to the FHV Waave model. Under the
17 proposed approach, customers can select the
18 E-hail app provider of their choice to request
19 a wheelchair-accessible taxi as they do today.
20 The proposed rules would also require TLC
21 licensed E-hail apps to offer a call option as
22 well.

23 Now, the City is in a much different
24 place, compared to when Accessible Dispatch
25 started providing citywide service in 2018.

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1 Both the number of wheelchair-accessible
2 vehicles on the road has increased and ways to
3 get one have improved since the citywide
4 Accessible Dispatch program started seven years
5 ago.

6 On the next slide, accessible services
7 that are available citywide. There are two
8 images, on the left is a yellow taxi and on the
9 right is a picture of a for-hire
10 wheelchair-accessible vehicle and then below
11 each, I list matrix about all of the different
12 programs.

13 Now, the purpose of today's hearing is to
14 go over the proposed changes to the Accessible
15 Dispatch and E-hail programs. However, I want
16 to take a moment to go over all the ways
17 customers can request a wheelchair-accessible
18 vehicle.

19 Today, there are over 4,100 taxis, and
20 that will continue to grow, 7,500 for-hire
21 vehicles for a total of 11,600 vehicles that
22 are accessible, and, more importantly, they are
23 available to customers who need them.

24 If you need an accessible taxi, you can
25 hail one on the street; however, we know other

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1 options are needed as well. Today, you can
2 request a wheelchair-accessible taxi through
3 Accessible Dispatch or E-hail apps such as
4 Curb, Arrow, or Myle. Accessible Dispatch
5 provides over 5,500 trips per month, and E-hail
6 apps provide 2,000 trips per month.

7 TLC licensed E-hail apps enable customers
8 to request a taxi via a smartphone app. These
9 apps are similar to high-volume FHV providers,
10 such as Uber and Lyft, but they have a
11 completely different regulatory structure and
12 only operate in the taxi space.

13 In the FHV sector, there are two different
14 ways high-volume and traditional car services
15 provide accessible service. A small share of
16 bases have their own fleet of
17 wheelchair-accessible vehicles and service
18 their own trips; however, the majority of
19 bases, including high-volume FHVs, contract
20 with a TLC authorized FHV Waave dispatcher
21 under the Central Dispatch program. Uber and
22 Lyft are authorized FHV Waave dispatchers.

23 Under the FHV Waave program, over 50,000
24 trips are provided each month citywide, and, as
25 you may recall, the Commission recently

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1 proposed rules that would require ninety
2 percent of trips to be serviced in ten minutes
3 or less citywide.

4 At its peak, in May 2019, Accessible
5 Dispatch provided 9,000 trips per month.
6 Today, there are 62,500 trips per month across
7 all sectors that were specifically requested by
8 a customer who wanted a wheelchair-accessible
9 vehicle. To put it in perspective, that means
10 there were over 50,000 trips in un-met demand
11 that left customers stuck or stranded each
12 month prior to the FHV program. This is really
13 dependable across all sectors, and it has
14 transformed lives.

15 The next slide is the history of
16 Accessible Dispatch, and it lists various
17 points, which I'm going to talk about now
18 regarding how Accessible Dispatch got started.

19 Now let's take a step back at the history
20 of the program. Accessible Dispatch launched
21 citywide service in 2018, then expanding the
22 original Manhattan-only program. Using yellow
23 and green taxis, Accessible Dispatch enables
24 customers to request a wheelchair-accessible
25 taxi over the phone or via app to pick them up

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1 anywhere in the five boroughs.

2 MTM was selected through an RFP process to
3 operate and manage the program. At the time
4 the program launched, there were 2,223
5 accessible vehicles affiliated with yellow
6 taxi, and about 50 wheelchair-accessible
7 vehicles available in the for-hire sector. At
8 this time, Accessible Dispatch provided
9 on-demand citywide service, finally making it
10 easy and convenient to request a Waave when you
11 needed one.

12 Over time, we have observed the decrease
13 in Accessible Dispatch trips requested and
14 completed. The decrease in trips is not due to
15 the lack of service, as there are more
16 accessible taxis available and wait times are
17 shorter; rather customers have more ways to
18 request a wheelchair-accessible vehicle across
19 all TLC sectors, depending on customer
20 preference as we saw on the previous slide.

21 We are also looking to redirect the
22 6 million in program operating costs that come
23 from the Taxi Improvement Fund to finance more
24 accessible taxis.

25 The next slide is about TLC licensed

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1 E-hail app rules. It lists the current E-hail
2 program rules and the proposed changes to the
3 E-hail program rules.

4 TLC licensed E-hail app providers have
5 been offering Waave service on their apps, this
6 is not new, it's already a requirement for
7 licensure. Some E-hail apps also contract with
8 the MTA to provide Access-A-Ride trips. Last
9 year E-hail providers completed 24,000 trips or
10 2,000 trips per month for when a customer
11 requested a Waave, and they provided almost
12 10,000 trips in a Waave regardless of the
13 customer's request.

14 The proposed changes to the E-hail rules
15 would make accessible service stronger and more
16 nimble in the taxi sector, similar to what
17 customers find in the FHV sector.
18 Specifically, the proposed changes to E-hail
19 rules would require E-hail app providers to
20 offer a call option for customers. We
21 understand this is a feature that is very
22 important to the community that uses Accessible
23 Dispatch, and we are keeping it under the new
24 model. The proposed rules require a call
25 center to operate 24 hours per day, seven days

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1 per week, fully staffed by a trained human when
2 requested by the customer.

3 We are also cleaning trip data reporting
4 and adding the time the driver arrives on scene
5 to monitor and evaluate wait time. No one
6 wants to wait 15 to 20 minutes for a
7 wheelchair-accessible vehicle, when you can get
8 one in 10 to 12 minutes or less.

9 We're also considering adding
10 service-level standards in the future and will
11 use the improved data reporting to monitor
12 service.

13 Lastly, many of the driver rules related
14 to assisting customers with disabilities were
15 in their own separate chapter; they will now be
16 moved to Chapter 80, Licensing Requirement for
17 All TLC Licensed Drivers.

18 The next slide is the transition to
19 Accessible Dispatch E-Hail program, and it goes
20 over the various points that we are going to be
21 embarking on in the next few months.

22 We covered a lot of ground today, so where
23 do we go from here? MTM, the current operator,
24 will continue to operate the Accessible
25 Dispatch program through August to ensure there

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1 is overlap while we transition to the new
2 program model.

3 We are also setting up a phone service so
4 that all E-hail providers can be accessed from
5 a single number. Customers will just need to
6 call one number to be connected to the service
7 of their choice.

8 We have also met with disability
9 organizations prior to the hearing and will
10 continue to do so. Their feedback is paramount
11 to the success of the new program model, many
12 of which we will hear from today.

13 In the coming months, we will embark on
14 outreach initiatives to both current Accessible
15 Dispatch customers and drivers to make sure
16 they are aware of the changes that are coming
17 and how they can sign up for the new service.

18 Finally, feedback is extremely important
19 to us, and I know we have quite a few speakers
20 signed up today. If you are listening in and
21 did not sign up to speak, we invite you to
22 submit comment to tlcrules@TLC.nyc.gov so that
23 we can connect with you.

24 Thank you, Commissioners, and I am happy
25 to take any question you may have.

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1 CHAIR DO: Thank you, Cindi.

2 Commissioners, do you have any questions?

3 (No response.)

4 COMMISSIONER SORRENTINO: No, none. Thank
5 you.

6 CHAIR DO: Welcome Commissioner
7 Sorrentino.

8 COMMISSIONER SORRENTINO: Good morning,
9 everyone.

10 CHAIR DO: Okay. Hearing none, let's move
11 on to our public hearing. Sherryl, can you
12 lead us through that?

13 MS. ELUTO: Good morning. When I call
14 your name, you can unmute your microphone and
15 begin your testimony. Each speaker will be
16 allotted three minutes to speak. The time
17 limit will be strictly enforced. A thirty
18 second warning will be provided and then you
19 will need to conclude your testimony when your
20 time limit is up.

21 Today's rule proposal was published in the
22 City Record and posted on our website on
23 December 20, 2024. The public comment period
24 ends today. The video of this hearing and
25 copies of all written comments received through

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1 today will be provided to the commissioners
2 prior to the vote on these rules at the next --
3 well, at a future commission meeting.

4 With that, we will begin our public
5 hearing, and I will call on our first speaker.

6 Our first speaker is Nicholas Astor, New
7 the York City Comptroller's Office. Mr. Astor,
8 you can unmute your mic and begin.

9 MR. ASTOR: Hello, everyone. Thank you
10 for letting me testify. I'm here on behalf of
11 New York Comptroller Brad Lander, and I'd like
12 to submit a statement here for comment.

13 Our office says that the TLC wants to
14 eliminate a program that connects New Yorkers
15 with an accessible taxis before it meets its
16 full legal mandate of fifty percent
17 wheelchair-accessible taxis in the system. The
18 dispatch program is a lifeline for disabled
19 taxi riders. It's the only way to call a cab
20 without a smartphone. We support the
21 disability community's advocacy to preserve it.

22 Thank you so much for your time today.

23 MS. ELUTO: Our next speaker up is Jean
24 Ryan from Disabled in Action. Ms. Ryan, you
25 unmute and begin.

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1 MS. RYAN: Good morning. I'm Jean Ryan,
2 president of Disabled in Action, and I am a
3 wheelchair user.

4 We represent people with all kinds of
5 disabilities. We want to keep Accessible
6 Dispatch service to people with disabilities
7 with one phone number, which can also be
8 accessed through 311, and which has trained
9 people answering the phone, who understand the
10 issues of people with disabilities and can be
11 patient and helpful.

12 Being patient and helpful and easy to
13 reach is not anything we have experienced from
14 individual vendor phone lines, where we have
15 been prevented from calling back, sent the
16 wrong vehicle, and treated with impatience. We
17 need a service which can be called back if the
18 vehicle doesn't show up, or if we can't find
19 it, or if they send the wrong kind of vehicle.

20 Lastly, we need a service who can
21 understand people with speech differences and
22 hearing loss who need transportation. With app
23 vendors, we have been hung up on, listened to a
24 recorded message, instead of a human when we
25 had to call back, talk to clueless people, and

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1 encountered difficult phone trees. Who needs
2 that when you're just trying to get a cab.

3 I was able to reach a human with one
4 vendor, but then I could not understand the
5 vehicle license plate number when they sent the
6 information by an automated system with an
7 unconventional voice I could not understand,
8 because of hearing loss.

9 When my husband had a medical emergency
10 and was on the verge of dying in 2016, I could
11 not get to him in the hospital that night or
12 the next day because of the impossibility of
13 getting access rides spontaneously, and a
14 functional accessible dispatch service did not
15 exist.

16 We need to get places on this spur of the
17 moment without having to book a trip the day
18 before. Not everyone can use an app or deal
19 with the phone tree because of age or
20 disability.

21 Thank you.

22 MS. ELUTO: Our next speaker is Eman
23 Rimawi-Doster from the Disability Justice Firm.
24 Please unmute your microphone and begin.

25 MS. RIMAWI-DOSTER: Sorry, can you hear

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1 me?

2 MS. ELUTO: Yes.

3 MS. RIMAWI-DOSTER: Sorry about the
4 background noise.

5 Thank you so much and good morning. My
6 name is Eman Rimawi-Doster, and I'm senior
7 community organizer for New York Lawyers for
8 the Public Interest and the Disability Justice
9 Program.

10 The TLC in the City should find money to
11 pay for accessible cars and vehicles elsewhere,
12 aside from shutting off Accessible Dispatch.

13 I'm worried about the people who have jobs
14 there who will no longer have jobs after
15 February 28th. I don't want them punished
16 simply because some -- the TLC doesn't find the
17 use and the worth of this program. Please
18 don't kill Accessible Dispatch.

19 There are over a million people with
20 disabilities in our city, and that's a lot of
21 potential customers. The City constantly talks
22 about the importance of getting disabled New
23 Yorkers to work, but this would ultimately cut
24 disabled people off from getting to work and
25 cut people off from their current jobs at

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1 Accessible Dispatch. That is not equity.

2 Why don't you guys get these people with
3 disabilities who are gonna lose their job
4 February 28th, a job with this new approach
5 that you're talking about. I've heard nothing
6 but awes from you all, with no clear action
7 steps and I'm worried about them, as much as
8 I'm worried about the people who won't get the
9 vehicles that they need.

10 Thank you so much.

11 MS. ELUTO: Thank you.

12 Our next speaker is Joseph Rappaport from
13 the Brooklyn Center for Independence of the
14 Disabled.

15 MR. RAPPAPORT: Good morning. I'm Joe
16 Rappaport, Executive Director of the Brooklyn
17 Center for Independence of the Disabled.

18 We hope that all the commissioners here
19 have had a chance to read the sign-on letter
20 fourteen disability groups sent to Mayor Adams
21 last week and to the TLC yesterday and before.
22 The groups represent a wide range of the
23 disability community, including independent
24 living centers like mine, groups that represent
25 blind New Yorkers, and several other

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1 organizations.

2 We're united with this -- with these
3 simple messages, as we wrote in the letter to
4 Mayor Adams. First, don't fix what isn't
5 broken, Accessible Dispatch, as it's designed
6 now, works. It takes just one simple call to
7 reach a New York City based dispatchers who can
8 understand you, and get you a taxi right away.
9 I've used it for colleagues. It's rare that
10 government funded programs works as well as
11 Accessible Dispatch has for me and for others.
12 No one from our community asked for the program
13 to change, and it makes no sense to abandon it.

14 Second, disabled New Yorkers depend on
15 Accessible Dispatch. As we quote Bernard
16 Carabello in our letter, "If Accessible
17 Dispatch is stopped, I have no way to get
18 places. It's locking me out in my apartment.
19 I won't be able to go out anywhere. Someone
20 with my type of disability can't use apps and
21 needs to be able to make phone calls with
22 people I know will understand me."

23 Third, making it harder to get an
24 accessible taxi with the explanation that you
25 must kill the program to get more accessible

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1 taxis on the road is bazaar. It should not --
2 this should not be a zero sum game, you can and
3 should do both. We're happy to work with you
4 to find the funding otherwise.

5 Fourth, this is a job killer, as Eman
6 mentioned. Accessible Dispatch employs several
7 disabled New Yorkers who will lose their jobs
8 if you eliminate the program. This clashes
9 with the City's own commitment to employment
10 for people with disabilities. The staff argues
11 that it will replace Accessible Dispatch with
12 something better, if only given the chance.
13 I'm not sure why you would want to, since it is
14 likely that your savings will be slight and the
15 program already works as is, and you would be
16 fobbing off your program to companies that
17 historically have been hostile to accessibility
18 and to disabled people, but if you do make the
19 change, you must make sure the program meets if
20 very minimal requirements that the --

21 TIMEKEEPER: Thirty seconds remaining.

22 MR. RAPPAPORT: Sure.

23 -- that the Mayor's office for people with
24 disabilities has set out to do that, you should
25 delay, as you appear to be starting to think

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1 about, any plan to shelf Accessible Dispatch
2 and work with our community to design a
3 comparable or better program, or maybe, to
4 paraphrase the George Gershwin song, you should
5 just call the whole thing off.

6 Thank you.

7 MS. ELUTO: Our next speaker is John --

8 CHAIR DO: Sherryl.

9 MS. ELUTO: Yes.

10 CHAIR DO: I have a question for Joe.

11 We have talked extensively on this, Joe,
12 and, you know, something that I've asked you
13 and the other advocates is, what else can we do
14 within the rules to put more teeth to this,
15 right? We have evolved on this very issue to
16 go from automated call center to a 24/7 call
17 center with a live person with training
18 involved, both disability etiquette for all
19 people. What else can we do to make this
20 program even better as we transition
21 potentially, I'll use the word "potentially,"
22 to assist them that is rules based that forces,
23 right, some of these providers who provide
24 services already to Access-A-Ride, to other
25 cities, like Chicago, even better in New York

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1 City?

2 MR. RAPPAPORT: Yeah, that's -- thanks for
3 asking.

4 You know, I think that, you know, we would
5 like to know the details of whatever training
6 you come up with and the procedures. You know,
7 in the current proposal, it just says, you
8 know, you will have the ability to call in.
9 When Cynthia was making her presentation, it
10 sound -- unless I misheard, it sounded like she
11 was suggesting that there would be the option
12 to talk to a human being. When you call the
13 current program that's not -- you know, you're
14 not said, hey, do you want to talk to a machine
15 or go through a series of prompts, somebody
16 picks up and takes your request and dispatches
17 the taxi.

18 So, you know, I think another concern is
19 making sure that, you know, the person or
20 people who are, you know, equipped to answer
21 from, you know, the various companies are
22 talking to people with disabilities all day and
23 are in New York because it doesn't make sense
24 to have, like, a clearinghouse in another part
25 of the country because it really does make a

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1 difference to have New Yorkers fielding the
2 calls.

3 So, you know, is there a way of making it
4 work? Maybe. You know, obviously our argument
5 is that this is not worth your time. The
6 amount the of money that you're gonna spend
7 making this change, sitting with us, you know,
8 is worth -- better spent in other ways, but,
9 you know, look, we're happy to talk some more,
10 but, you know, you got a program that works,
11 what's the -- and, as I testified, you know, no
12 one from our community asked for the program to
13 change.

14 I don't know if that answers your
15 question.

16 CHAIR DO: Thank you. Like, I think,
17 Cindi said in her presentation that we're going
18 to work with MTM to extend this program, at
19 least for six more months, if not longer, to
20 make sure that the transition is smooth, and,
21 you know, we'll obviously talk about what else
22 you would like to see as we transition,
23 potentially, this program.

24 MR. RAPPAPORT: Appreciate that.

25 CHAIR DO: But thank you, Joe, for your

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1 testimony and for answering my questions.

2 Are there any other questions for Joe
3 here?

4 MS. KAUFMAN: Thank you. Joe, thanks for
5 testifying and for reaching out.

6 I guess, I'm wondering if there is a way,
7 Commissioner Do, if we can all collaborate on
8 the list of requirements from the new call
9 centers and what -- you know, so we can build a
10 list of requirements together to make it
11 accommodated for all the needs that have been
12 outlined today.

13 CHAIR DO: Yeah, I'm committed to that.
14 MOPD, the Mayor's Office for People with
15 Disabilities, has sent over a list; I plan to
16 incorporate that list into the rules.

17 MS. KAUFMAN: Great.

18 CHAIR DO: Joe, do you have a comment on
19 that?

20 MR. RAPPAPORT: Well, you know, obviously,
21 whatever requirements are put in place should
22 be in the rule, and so, you know, I think in
23 our letter, or maybe in my testimony,
24 everything is blending in, you know, I
25 suggested that this be, obviously, you not move

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1 forward, but whatever happens should be
2 delayed, any transition should be delayed until
3 we figure out what those are, as Sarah has
4 suggested, you know, currently they're not in
5 the rules.

6 One thing I just really want to say is,
7 you know, I'm concerned about the idea of
8 working with several companies to try to get
9 them to set up, you know, an office that or,
10 you know, a team of people who handle requests
11 because, you know, there are some advantages to
12 that that that I understand, but having people
13 available all the time and, as Jean Ryan
14 suggested, able to take calls, that's something
15 that I really can't imagine these companies are
16 gonna do well because of their, you know,
17 really, you know, more than a decade and a half
18 of hostility toward people with disabilities,
19 but we're happy to come up -- you know, look at
20 what MOPD has suggested and come up with a list
21 that would have to be integrated into any
22 program that moves forward.

23 CHAIR DO: And certainly I think, to be
24 completely transparent, February 28th is not
25 going to be the transition for Accessible

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1 Dispatch to Accessible Dispatch 2.0. It's
2 gonna take a little bit longer than that, and
3 we're working with MOCS, the Mayor's Office of
4 Contract Services, to extend that MTM contract
5 for at least a little while, while we make that
6 transition.

7 Secondly, I think, you know, some of these
8 providers have provided services and in other
9 cities, like I mentioned earlier, and we will
10 continue to work with you, Joe, and the other
11 stakeholders to put more teeth within the
12 rules, not just on a piece of paper outside the
13 rules, but within the rules with teeth to make
14 sure that they are accountable to people with
15 disabilities.

16 Paul.

17 COMMISSIONER BADER: Joe, I just think
18 also, there is somehow a communications issue
19 here relative to this issue. Speaking for
20 myself, and I think for some of the other
21 commissioners, the intent here is not to
22 provide lesser service at all; the intent here
23 is to -- is just to change, we understand -- we
24 want to make sure that the new system that's
25 being -- that any new system that goes into

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1 existence is an enhanced system.

2 Change is not always bad, sometimes change
3 is good, and the world does change and we all
4 have to go along with it. We want to ensure
5 that anybody -- any disability -- anybody with
6 disabilities has the ability to speak to
7 somebody 24/7 so they can get a taxi in the
8 shortest amount possible.

9 We are aware that in both the for-hire
10 vehicle and the taxi industry, that more and
11 more of it is moving to an app-based, and we
12 understand that that doesn't always work,
13 needless to say, but these companies provide
14 that, and we want to ensure that they are the
15 ones also that are providing the service that
16 will have the live person in the dispatch
17 system so that anybody can get -- work with
18 whatever system they want to get the fastest
19 taxi that they need.

20 So, yes, as Commissioner Kaufman said, we
21 want to work with you and all the other
22 advocates to ensure that the new system that
23 goes into existence is even an enhanced system
24 from what we currently have. It is not, in any
25 way, our intent to provide -- to provide a

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1 diminished service for what -- at the moment
2 what currently, you must -- that is what the
3 intent is here, and that's what a lot of us are
4 committed to do.

5 MR. RAPPAPORT: I appreciate that, and,
6 you know, you know, we're committed as well to
7 making sure whatever system moves forward is
8 one that works for everyone.

9 You know there are a lot of safeguards
10 that could be put in place to make sure that a
11 dispatch system, an accessible dispatch system
12 works with other vendors, other companies and,
13 you know, we are prepared to try to make sure
14 that happens, if that's how -- the direction
15 the TLC goes.

16 Not to repeat myself, you know, in 2019,
17 the MTA killed a system called Advanced
18 Reservation for Access-A-Ride, and they called
19 it Enhanced Broker Service, and it turned out
20 that it was much, much worse than the service.
21 So, I appreciate your, you know, your stated
22 commitment from you and the other commissions
23 to make something that is better. I do have to
24 say that, you know, my -- you know, we worry
25 when someone says -- this not to pick on you or

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1 anything, but we worry when somebody says,
2 we're gonna have an enhanced service because in
3 our experience, at least recently with the MTA,
4 it turned out to be a much worse service.

5 So, you know, that's why -- I understand
6 the need to diversify and so on, but, you know,
7 the reason why, I think people have really
8 objected to this plan is, as I said earlier, no
9 one asked for it, the current system does work
10 and, you know, I guess show me would be what we
11 would say in response.

12 CHAIR DO: I'll leave the final comment
13 here, but, like I said, you know, I'm willing
14 to work with you, Joe, our other advocates to
15 make sure that the transition is smooth, that
16 we have multiple options, including MTM in the
17 foreseeable future as we do the transition.

18 So while customers will still have one
19 phone number, they will have different options,
20 including MTM, and so that we can have that
21 transition over time and look at the data.
22 This is something that, I think, Commissioner
23 Valazquez would like to see, and something that
24 I will work with my team to see -- make happen.
25 So, it might be MTM, Curb, Arrow, or another

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1 provider, and the customer can have that option
2 for, at least, some period of time, as we do
3 that transition.

4 Okay. We have a lot more speakers, so
5 I'll leave it there, and put it pack to
6 Sherryl.

7 MS. ELUTO: Our next speaker is John
8 Mascialino, speaking on behalf of Curb
9 Mobility.

10 MR. MASCIALINO: Good morning,
11 Commissioners. My name is John Mascialino from
12 the law firm Greenberg Traurig LLP, and we
13 represent Curb Mobility, a licensed technology
14 service provider and an E-hail app provider.

15 This morning, I will limit my comments to
16 one specific issue with the rules.

17 The proposed rules switching from having a
18 dispatch vendor under contract with the TLC to
19 a rule making seems to switch the technology
20 and cost to the technology service providers.

21 Under the existing rules and the existing
22 program, Chapter 6622 C, which is being
23 repealed today, it allows the TSPs to negotiate
24 a fee arrangement for the proper integration
25 and success of the program. This has been in

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1 place between Curb and MTM for the past several
2 years. However, that ability to charge does
3 have the limitations in the rule, as you can
4 see.

5 Under the proposed rules, there seems to
6 have been no replacements of that kind of
7 business interaction between the TSPs and the
8 unspecified, unknown list of future vendors, as
9 some of the language is being changed to
10 reflect that there would be any future licensed
11 TLC vendor, as well as any potential future
12 TSPs that enter the marketplace.

13 The payment for the cost of integration
14 for the TSP was a critical piece of the
15 accessible program, it allows for the proper
16 integration and support from the TSPs and to
17 the dispatch vendor, and also provided a
18 reasonable fee for the Ties to protect
19 themselves from risk and cost. This has been
20 working well again over the past several years.

21 We ask that that -- that some kind of
22 implementation of a cost ability and a
23 reimbursable ability be put back into the
24 rules. We have submitted a letter where we
25 have indicated the section of the rules that we

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1 believe this can apply to in 6624 and, again it
2 would be replacing the current section, which
3 has a \$1 for each trip and replace that with
4 similar language that exists now, which
5 expressly says that the TSP may charge an
6 entity licensed by Commission to route
7 accessible E-hail requests, including other
8 TSPs, for the cost of labor, equipment, data,
9 data connections, or any other expenses
10 resulting from the data connection to the TSP.

11 We believe that this is an important
12 change that would need to be made, as the TSPs
13 have been a critical component of the program
14 and its success over the past few years.

15 Thank you very much for your time, and I
16 know that you will hear some other issues from
17 Curb directly as well, from an operational
18 point of view.

19 And before I break, I do want to thank
20 Commissioner Davidson and her team for the
21 willingness to speak over the past couple weeks
22 and have discussions about some of these issues
23 that are being addressed today and for her
24 presentation earlier. Thank you again to the
25 TLC for your cooperation. Thank you.

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1 MS. ELUTO: Thank you.

2 Our next speaker Elizabeth Valdez from
3 Brooklyn Center for Independence of the
4 Disabled. Please unmute your microphone.

5 MS. VALDEZ: Hi, yes, my name is Elizabeth
6 Valdez.

7 First and foremost, you know, I worry
8 about the people who are going to lose, of
9 course, their jobs.

10 Second of all, I just enjoy the fact that
11 I wouldn't have to deal with an app, I can just
12 call, speak to people, and also apps, they tend
13 to want to force you to have a credit card on
14 file. I don't always have a credit card. I
15 prefer to just pay cash. That's why I like it.

16 Also I have people that come -- that come
17 here to New York and they visit, and they
18 wouldn't always want to have an app, and they
19 would prefer to just call, and not all
20 disabilities are going to be -- how can I say?
21 I mean, they're not going -- so, you may say
22 you're going to change and evolve, but
23 disabilities don't change, and they are not
24 going to be able to always use the app, and
25 they would prefer to just call in, because I

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1 have had a few of them tell me that they are
2 not too crazy about the changes that are
3 coming.

4 That's my view on this matter.

5 CHAIR DO: Thank you.

6 MS. ELUTO: Thank you.

7 Our next speaker is Kathleen Collins.

8 MS. COLLINS: Sorry to keep you waiting.
9 My name is Kathleen Collins. I'm a congenital
10 quadruple amputee, who uses a wheelchair, and
11 I've lived my entire life in New York City.
12 I'm on the board of Disabled in Action, and
13 actively participate in several other
14 disability organizations.

15 We totally oppose the part of the proposed
16 amendment that would eliminate the Accessible
17 Dispatch program. The Accessible Dispatch
18 program has a dedicated provider that any
19 person can contact to get a taxicab to come to
20 them. You do not even have to remember the
21 number for Accessible Dispatch since you can
22 call 331 and they can connect you to Accessible
23 Dispatch.

24 We are glad to see that the decision to
25 replace the Accessible Dispatch program has

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1 been placed on hold. We just heard about this
2 today, so I'm going to have to, now, rearrange
3 my testimony here a little bit.

4 We want any proposed rule to require that
5 you have no tree that you have to follow, that
6 you get a person immediately, that this person
7 is trained to talk to you.

8 I don't understand why you're going to
9 have it that we have to choose who to go to
10 make a phone call to, but we have enough
11 decisions and things to worry about in our
12 lives, I don't want to have to call somebody
13 and then find out that they're horrible at
14 providing me with services.

15 Already, we have heard from one person
16 today, talking from Curb, about cost and that
17 there is going to be something talked about
18 operational point of view, so I'm just
19 wondering what are they worried about, and if
20 they are already worried about what they're
21 gonna be doing, how they're gonna be providing
22 services to us, it sounds to me.

23 I don't understand why we are trying to
24 change something that isn't broken, that works
25 for people. I know that the understanding here

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1 is that -- first of all, let me say, any
2 proposed rule should require the same that we
3 have now, and I don't understand why we're
4 trying to replace something that is broken
5 (sic) merely to purportedly save a few dollars,
6 which in the end, probably will cost more to
7 get a system as good as we already have. This
8 does not make sense.

9 If the Taxi & Limousine Commission needs
10 more money to fund the conversion of taxis into
11 wheelchair-accessible vehicles, I respectfully
12 submit that the TLC need such -- needs to seek
13 such funding from the City, and not from us.

14 This is absurd. Something works, we have
15 one number to call, and it works. I know --

16 TIMEKEEPER: Thirty seconds remaining.

17 MS. COLLINS: -- people, many times, have
18 to call this number when they're under stress,
19 they're out there, you're freezing, or you're
20 super hot, and you don't know how to get home
21 or how to get to an important appointment.

22 We need this. I know it saved a friend of
23 mine when we went out to lunch and her
24 Access-A-Ride didn't show up, even though they
25 said they were gonna be there.

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1 Please, please work with us and keep this
2 program. Thank you.

3 MS. ELUTO: Thank you.

4 Our next speaker is Aleksey Medvedovskiy
5 of Myle.

6 MR. MEDVEDOVSKIY: Good morning,
7 everybody. Good morning, Commissioners. Thank
8 you for the opportunity to speak on behalf of
9 critical work.

10 I totally understand that whatever works
11 should not be broken; however, and this is
12 strictly how Myle operates, this is strictly
13 how we operate at Myle, we treat every
14 accessible trip, not as a trip, it's a service
15 that we have to provide. It's more than just
16 taking a person from point A to point B, it's
17 an actual service where the driver should know
18 what he's doing, where dispatch, and I'm
19 talking about professional dispatch that
20 understands what it takes to transport a person
21 with disabilities, not just a regular car shows
22 up and tries to do curb-to-curb pick up.

23 Therefore, every trip is, in our mind, and
24 we notice this and we're doing this, we do have
25 a call center, we have been working through the

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1 phone numbers for -- since 2018 and it's proven
2 to work that apps cannot provide a level of
3 service that people with special needs, people
4 with disabilities need.

5 Like I stated before, every single trip is
6 not a trip, it's a service that requires some
7 kind of special attention, some kind of special
8 treatment. In other words, you always have to
9 go an extra mile when you're transporting or
10 providing service for people with disabilities.
11 Therefore, just having a generic phone number
12 or people answering and sending a cab, in our
13 mind, is not enough. We have to be -- at
14 least, what we have and I think what a call
15 center should have is a staff of professional
16 dispatchers that understand the times, that
17 understand the zones, that understand the areas
18 of pickups and drop offs, either it's the City,
19 or it's Queens, or it's Staten Island, and
20 that's what has to take place and that's what
21 needed, more of a ATC, air traffic control type
22 of dispatch, where sometimes people need an
23 extra ten minutes to get out of the house.
24 Regular app drivers just wait five minutes,
25 press no show and leave, while the passenger or

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1 client is struggling to get out of the building
2 or get out of the house, depending on the
3 zones.

4 Therefore, that's what we do here, that's
5 the service that we provide, and I think it's
6 crucially important to understand that this is
7 not a transportation segment, it's a service
8 that we provide, along with transportation.

9 I totally support the changes and ideas
10 implementing these rules for E-hail providers.

11 CHAIR DO: Aleksey, this is David Do,
12 commissioner of the TLC.

13 So, if these rules were implemented, would
14 you be prepared to service people with
15 disabilities through a phone number. And how
16 would you -- you know, you say you provide a
17 service, not just a trip, right, how would that
18 look for people with disabilities from Myle's
19 perspective.

20 MR. MEDVEDOVSKIY: Absolutely,
21 Commissioner. Not only would we be ready, we
22 actually do it right now with a subcontract for
23 MTA and private rides.

24 Every single dispatcher is properly
25 trained, understands the severity of the trip.

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1 For example, we had bad weather on Monday, it
2 was snowy, it was bad outside, we had to call
3 every single driver that was an accessible trip
4 and explain to him that he can't just wait for
5 ten minutes, you got to provide additional
6 time, you got to make sure that you have the
7 passenger, you got to make sure that it
8 takes -- the car is clean, you got to make sure
9 there's no snow, no ice and whatnot. So we
10 take precaution steps to understand -- and
11 understand how not easy it is and should not be
12 treated as a regular trip. Again, we don't
13 provide trips, we provide service. There's
14 service trips, along with providing service.

15 So, to answer your question, yes, we are
16 ready. Yes, we're absolutely ready, and we
17 have been doing this, it seems to work, and it
18 works, and we'll continue doing the same thing.

19 CHAIR DO: Thank you so much.

20 Commissioner Bader.

21 COMMISSIONER BADER: I just forgot I had
22 muted.

23 How many calls, how many trips, how
24 many -- do you provide monthly now to people
25 with disabilities for Waave vehicles.

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1 MR. MEDVEDOVSKIY: I would say under a
2 thousand at the moment.

3 COMMISSIONER BADER: And is all of the
4 trips that you provide for yellow cab or you
5 also provide for for-hire vehicle?

6 MR. MEDVEDOVSKIY: For for-hire vehicles
7 as well, but it's the same call center.

8 COMMISSIONER BADER: It's the same call
9 center for both, right.

10 MR. MEDVEDOVSKIY: Correct.

11 COMMISSIONER BADER: And so you provide
12 about a thousand trips a month.

13 MR. MEDVEDOVSKIY: Well, it's more than a
14 thousand, under E-hail, it's about a thousand
15 trips a month.

16 COMMISSIONER BADER: Under E-hail, it's
17 about a thousand trips a month.

18 So you get more for E-hails than phones?

19 MR. MEDVEDOVSKIY: Well, we treat them all
20 as E-hails because the trip is being dispatched
21 to the driver through an app, but then we
22 follow, through phone calls, making sure the
23 driver understands the requirements and
24 procedures that have to take place, in order
25 for the trip to be serviced.

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1 One of the examples, door-to-door, like I
2 said, Monday was bad weather, we haven't
3 dropped anybody off curb-to-curb. We always
4 made sure that the passenger with disability
5 getting in to the building, or the lobby of the
6 building and whatnot, depending on where they
7 are, or at least to get through the sidewalk.

8 Like I said, it's a service-based type of
9 trip, rather than just a trip?

10 COMMISSIONER BADER: Thank you.

11 CHAIR DO: What training do you provide
12 your call center dispatchers? You know, I
13 guess this question is more for me to learn
14 about what I need to put in the rules to make a
15 better call center for all the people who want
16 to use the call center.

17 MR. MEDVEDOVSKIY: Absolutely. Again I'm
18 gonna kind of stick to the same thing. What I
19 teach, and I'm the one who is teaching my call
20 center, first thing that we train them is that
21 this is not a trip, it's the service. Find out
22 what needs a person with disabilities has, what
23 are the special needs, what are they struggling
24 with, do they -- there is a lot of different
25 ways, is the person visually impaired, or is

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1 the person in a wheelchair, is it an electrical
2 wheelchair, is it bariatric wheelchair, is it
3 regular wheelchair. This way we'll know what
4 vehicle to send because, as we all know, not
5 every vehicle is a wheelchair-accessible
6 vehicle can take all the wheelchair types. For
7 example, for a fact, a lot of vehicles cannot
8 take bariatric wheelchair, which is oversized,
9 we know that. So we know, for example,
10 Chrysler Pacifica can and Siennas cannot, as an
11 example, I'm using this as an example right
12 now, or Transit Connect cannot take bariatric,
13 or (unintelligible) hardly takes any kind of
14 wheelchairs because the back seat has to flip
15 up.

16 So that's what we train, we find out what
17 kind of wheelchair the person is using. Again,
18 it's not just people on wheelchairs. We talk
19 about visually impaired, the driver has to help
20 the person get into the car and out of the car.
21 Does the passenger have bags with him, maybe he
22 needs help with bags.

23 So much goes into the training, it's kind
24 of hard to explain in a couple of minutes, but
25 I'll gladly show what we do and how we do it.

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1 On average, it takes us good five to seven days
2 to train a group of dispatchers, a group of
3 five, we don't do more than five at a time.
4 And then they sit next to professional
5 dispatchers.

6 And I've been dispatching since I'm 14
7 myself, so I kind of caught the best of both
8 worlds, the old-school dispatcher, the car
9 services, and the old-school limo companies and
10 switch toward app provider, so we kind of
11 combined both and created this hybrid model
12 from day 1.

13 CHAIR DO: That was very helpful. Thank
14 you so much, Aleksey, I appreciate your time.

15 MR. MEDVEDOVSKIY: Thank you.

16 CHAIR DO: Any other questions?

17 (No response.)

18 Thank you so much.

19 Sherryl.

20 MS. ELUTO: Sure. Next speak, Monica
21 Bartley from Disabled in Action.

22 MS. BARTLEY: Good morning. My name is
23 Monica Bartley, a board member of Disabled in
24 Action, and I'm a wheelchair user.

25 I strongly oppose the New York City Taxi

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1 Limousine Commission's proposal to replace the
2 Accessible Dispatch program with individual
3 apps for Waave dispatchers.

4 I rely on Accessible Dispatch regularly
5 because, in my neighborhood, yellow taxis are
6 rarely available. Additionally, I face
7 significant challenges hailing a taxi from
8 stands, at the airport or train stations, as
9 many drivers claim their ramps are broken.
10 Accessible Dispatch is a vital service that
11 ensures I can access an accessible taxi when I
12 need one.

13 For many New Yorkers, Accessible Dispatch
14 is a lifeline, especially in
15 critical situations. People use the service
16 when they're under considerable stress, such as
17 when they're trying to make an appointment or
18 return home. The customer service
19 representatives who assist them must be well
20 trained to handle these high-stress
21 interactions and understand the diverse needs
22 of people with various disabilities, whether
23 verbal, auditory, manual, dexterity, or
24 cognitive.

25 We know that Accessible Dispatch has

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1 served a vital role for countless New Yorkers
2 and visitors who cannot use app-based
3 transportation services. The current proposal,
4 as written, lacks a clear customer service
5 system and does not guarantee that the new
6 dispatch system would offer trained staff,
7 capable of meeting the needs of people with
8 disabilities.

9 Furthermore, replacing Accessible
10 Dispatch, a cost effective and reliable system
11 with an untested alternative could be
12 ineffective and far more expensive. This is a
13 risk that does not seem justified. I urge the
14 Commission to reject this proposal to phase out
15 the Accessible Dispatch program. It is a
16 service that works well and should be
17 preserved.

18 Thank you for allowing me the opportunity
19 to testify.

20 MS. ELUTO: Thank you.

21 Our next speaker is Sharon Shapiro.

22 MS. SHAPIRO: Hi. I'd like to thank the
23 Commission for having us testify.

24 I would like to state that I want to make
25 you aware of who is using the system, people

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1 who cannot use their hands well like me, people
2 who do not have smartphones or cannot use apps,
3 people who have vision loss, people with speech
4 disabilities like me, people who cannot follow
5 multi-step instructions, wheelchair user who
6 get bypassed by empty taxis, people who are
7 outside Manhattan out-of-towners, seniors,
8 Access-A-Ride users who cannot get a ride, or
9 have been stranded in another borough or far
10 away, people with spontaneous needs who need to
11 get to the hospital or to speak at a meeting
12 that they're due to speak at.

13 And we need diverse trainers. We need
14 trainers, not only to talk about how you embark
15 and disembark people in wheelchairs but people
16 who like me who have speech disabilities, who
17 often get hung up upon by people on the other
18 end of the phone thinking that I'm kidding
19 around or that I --

20 TIMEKEEPER: Thirty seconds remaining.

21 MS. SHAPIRO: -- or inebriated.

22 So at the end, I ask you to keep what is
23 working if you need to transition to using
24 independent living centers and advocates with
25 disabilities to demonstrate and keep as many

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1 employees from the existing system in the
2 system.

3 Thank you.

4 MS. ELUTO: Thank you.

5 Our next speaker is Dorel Tamam, Curb.

6 MR. TAMAM: Good morning, Chairman Do and
7 members of the Commission. My name is Dorel
8 Tamam and I'm the head of Curb's mobile
9 business unit, where I oversee our mobile
10 products and services across the country.

11 First let me express our support for the
12 proposed rule aimed at streamlining the
13 regulatory approach to the Waave dispatch
14 program. We believe this change has the
15 potential to significantly improve efficiency
16 and reduce cost, which would benefit all
17 stakeholders involved. However, we have
18 several concerns that we would like to address.

19 The first is masking a vehicle type for
20 Waave trips. One of our primary concerns is
21 the masking of vehicle type for Waave trips
22 within the offer. This change would prevent
23 drivers from knowing the type of trips they are
24 accepting. This change would deviate from the
25 full transparency model and trust we have

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1 established within the industry, and the lack
2 of clarity could lead to confusion and may
3 impact drivers' willingness to accept these
4 trips, in addition to the best practices we
5 have helped develop within the industry.

6 If the concern is increasing the
7 probability of a driver to accept the ride, we
8 believe there are other analytical and
9 management practices within our platform that
10 we could better help this concern, based on our
11 trailing experience and success.

12 The second is the elimination of the
13 deadhead fee. We believe the proposed
14 elimination of the deadhead fee could
15 discourage drivers from accepting
16 longer-distance pick up jobs. Without
17 compensation for the time and distance traveled
18 without a passenger, drivers are less likely to
19 take jobs that involve longer pickup distances
20 and interborough trips.

21 Third and last is the shift of financial
22 responsibility. We are concerned about the
23 shift of financial responsibility to E-hail and
24 TSP providers. Operating efficient Waave
25 programs require significant operational and

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1 technological resources; however, the proposed
2 program does not include provision for
3 financial aid or support to establish and
4 maintain the necessary infrastructure and
5 management.

6 Thank you. These are our comments, and I
7 would like to say last, at Curb we remain
8 committed to improving the service and cost
9 efficiency of the Waave program and will
10 continue to offer assistance and expertise to
11 address any challenges or concerns related to
12 the program. Pleasure, and thank you.

13 CHAIR DO: Dorel, on the masking issue,
14 what other technique should we use to increase
15 those who use wheelchairs or those who have
16 disabilities to get a trip within a Waave? You
17 said other analytical tools that are available,
18 so obviously, with the -- with masking, the
19 ability for a driver to see who is being picked
20 up in a wheelchair or otherwise should, in
21 probability, increase the percentage that
22 people with disabilities and people who use
23 wheelchairs can get a trip, so, you know, if
24 you're saying, you know, there are unintended
25 consequences to that, what other things should

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1 we consider?

2 MR. TAMAM: Some things to consider that
3 we do because -- one program I would like to
4 reference is a program that we're dedicated in
5 servicing within the city of Chicago, where
6 we're currently serving tens of thousands of
7 Waave trips a month with our call center, so a
8 lot of the techniques that we use are embedded
9 within our platform, within our dispatch
10 algorithm, really looking at driver behaviors,
11 you know, times of days, how to really optimize
12 the acceptance of service. So a lot of what we
13 do is, kind of, proprietary and within the back
14 end.

15 The main concern about talking about
16 masking of the Waave and within the offer,
17 within the interface our drivers are used to,
18 we usually find that transparency is very
19 important with providing best services. So,
20 you know, we talked about, and it was
21 referenced earlier here on the call, that it's
22 not just about providing transportation A to B,
23 but it's also about providing service. And
24 drivers being cognizant that they're going into
25 a Waave ride also puts them within the right

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1 state of mind on, as soon as they get onsite,
2 they are able to, from the getgo, provide the
3 best services that they have been trained for.

4 But really directly, Commissioner Do, to
5 your statement, a lot of it is really within
6 the back end and how we use to optimize service
7 because, in Chicago for instance, we're doing a
8 lot more Waave rides with less Waaves then we
9 do have accessible here in New York, and we're
10 able to really meet very crucial SLAs to
11 satisfactory operational performance, but that
12 also comes with the needed infrastructure to
13 run such a program.

14 CHAIR DO: So you run, I guess, a similar
15 program in Chicago and you won, I think, from
16 me talking to my Chicago partners, the RFP in
17 Chicago to provide a similar service to
18 Accessible Dispatch with, obviously, financial
19 benefits to that, whereas here, like you said,
20 we're shifting the financial responsibility.
21 But I guess specifically I want you to talk
22 about the Chicago program, what you do there,
23 what training do you implement, and how
24 successful that program is in the other city.

25 MR. TAMAM: So the type of -- the

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1 operation within Chicago, the service is really
2 split between app-based and within the call
3 center. One unique thing we have implemented
4 within our call center is IVR. You know, not
5 everyone likes to deal with the IVR, but it is
6 very efficient, and it's easy for a passenger
7 calling in to get rerouted to an agent, so
8 there is a very large human touch there.

9 Now, the way we were able to become
10 successful within the program, we're currently
11 operating on about a 95 percent success rate,
12 is, you know, we do monthly trainings with all
13 drivers, which is best practices, just, kind
14 of, going back to what we were speaking on
15 about not masking the Waave because people
16 enjoy the type of service and the catering and
17 the way drivers communicate to them, which is
18 very important when you're offering such
19 service.

20 When it comes to performance, going back
21 to the deadhead fees and other financial
22 incentives, within Chicago, there's two types
23 of incentives that drivers are getting. The
24 first one is, kind of, let's call it, if a
25 driver hits a specific quota, they're able to

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1 get financial benefits and also they get
2 something that's called an airport voucher,
3 where they're able to receive this voucher, go
4 to the airports, which is also a big hub that,
5 we're familiar, taxi drivers like and use the
6 voucher to go to the front of the line. So
7 it's incentives on the monetary side and also
8 accessibility to get a ride that drivers do
9 seem as beneficial to them.

10 CHAIR DO: Do you print out that front of
11 the line pass, or quickly pass from the meter.

12 MR. TAMAM: Yeah.

13 CHAIR DO: Okay, maybe that's something we
14 can consider and work on.

15 If this rules based approach were to pass,
16 would you be prepared to take on the Accessible
17 Dispatch program, including the call center.

18 MR. TAMAM: Yes, I do believe so. We have
19 the practices and experience to do so.

20 CHAIR DO: And you would think that there
21 needs to be incentives, though?

22 MR. TAMAM: We do feel that the incentives
23 are very big. Going back to, you know, the
24 part that, a very big thing is, we see that
25 when drivers see that pickups are very far away

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1 from them because within our offers, we're very
2 transparent, we see a derogating probability of
3 them accepting, so being able to support and
4 compensate them as is already implemented in
5 the existing program is a very important
6 aspect.

7 CHAIR DO: If they got an airport pass to
8 be the front of the line, let's say at JFK, is
9 that enough of an incentive?

10 MR. TAMAM: I feel like it could help, but
11 the incentive definitely has more of a
12 magnitude of influence.

13 CHAIR DO: That was very helpful.

14 Are there any other questions from the
15 commissioners?

16 (No response.)

17 Thank you so much, Dorel, I appreciate
18 your time.

19 MS. ELUTO: Thank you.

20 Next speaker Evan Yankey from the Brooklyn
21 Center for Independence of the Disabled.

22 MR. YANKEY: Hello, everybody. Can you
23 hear me?

24 MS. ELUTO: Yes.

25 MR. YANKEY: Thanks for having us.

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1 Instead of saying my testimony, because we have
2 learned a lot of new information, I'm just
3 gonna try to address some of what's been said
4 today.

5 I'm advocacy director for BCID. We have
6 been asking for you to not eliminate Accessible
7 Dispatch and we continue to ask for that.

8 You know, we appreciate sharing the
9 numbers about the usage of Accessible Dispatch.
10 Every time that we see you present the
11 comparison between usage of Accessible Dispatch
12 being lower than E-hail providers, I worry that
13 you think that Accessible Dispatch is an
14 unpopular service, which it's not. Our
15 perspective is that the lower numbers of usage
16 for Accessible Dispatch than other services is
17 because there are certain types of people with
18 disabilities and others who only can use that
19 service. So our perspective is, eliminating
20 this service is discriminating against people
21 with specific types of disabilities. To us,
22 like, presenting that there's lower numbers who
23 use the service, it's -- it doesn't prevent
24 that discrimination.

25 You know, in light of the information we

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1 have received today, we approach people being
2 able to work with us on these issues. Joe
3 mentioned that we would want the requirements
4 that we talk about and that it looks we're
5 going to have to talk about it in the future to
6 be written in to the rules. But beyond that,
7 we also want enforcement mechanisms.

8 So, in rule as it currently is, there are
9 enforcement mechanisms for some aspects of
10 driver behavior, provider behavior,
11 installation of technology, where there's fines
12 if people don't meet these goals. We would
13 want something similar to the customer service
14 portion of this to make sure people are meeting
15 their goals.

16 I'm going to try to get to everything.

17 We do want to bring up, you know, our
18 friend at Curb who just spoke, it was pretty
19 enlightening. It's seems like the E-hail
20 providers would be asking for more money to
21 provide quality service, so from the
22 perspective, if you're eliminating Accessible
23 Dispatch with MTM to save money, but end up
24 having to provide a financial incentive to Curb
25 and others to provide a quality of service

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1 similar to what currently exists, then why are
2 we doing that in this first place?

3 We also wanted to mention that, you know,
4 just in our conversations today on group text
5 and amongst disability advocates who are
6 listening to this, you know, we appreciate that
7 E-hail providers think they can do this, but a
8 lot of people already have had --

9 TIMEKEEPER: Thirty seconds remaining.

10 MR. YANKEY: -- already have had customer
11 service experience with the E-hail providers,
12 so there's not a lot of trust there that's
13 gonna happen.

14 We do have a lot more to say about the
15 training that would be required to be written
16 in to the rule for us to support a change like
17 this, but the training at MTM currently works,
18 people have good experiences with Accessible
19 Dispatch. People have had bad customer service
20 experiences with the E-hail providers who would
21 be taking over the service. So if we're making
22 the switch, if the E-hail providers are going
23 to be asking for more financial incentives --

24 TIMEKEEPER: Time has expired.

25 MR. YANKEY: -- it doesn't seem like

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1 there's as much motivation to make this change.

2 We appreciate everybody and, obviously,
3 there is a lot more conversation we would want
4 to have. I think like me, all the other
5 disability advocates had prepared testimony
6 and, because we gave testimony based on what we
7 thought was gonna happen and then we received
8 new information during this meeting, people
9 really would like a chance to respond in more
10 detail to what we heard today, but we do
11 appreciate the fact that the Commission has
12 listened to us, and they're working with us, so
13 we look forward to those conversations going
14 forward.

15 Thanks so much.

16 CHAIR DO: Thank you, Evan, and I don't
17 think I committed to any of the financial
18 incentives that Curb has asked for, so let me
19 start there.

20 Actually, I was looking at the free
21 incentives, which is working with the quickie
22 pass, so that drivers who provide services to,
23 let's say the A.

24 Accessible Dispatch program will get a
25 front-of-the-line pass to the airport, and is

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1 that enough incentive.

2 But, yeah, I think we are on the same page
3 in terms of customer service and teeth. What
4 would you like to see in terms of enforcement
5 mechanisms for the TLC on the customer service
6 side?

7 I know -- I don't want to put you on the
8 spot, so if you want to think about it, I know
9 that we're going to meet in the future, so if
10 that's the case, that's okay too.

11 MR. YANKEY: I can just say a few things
12 off the top of my head. You know, one is that
13 we know that people -- we know that people with
14 E-hail providers are already having bad
15 customer service experiences, and in some cases
16 they're making complaints, if there are
17 channels to make those complaints. The
18 experience that Sharon Shapiro mentioned of
19 calling a customer service line and getting
20 hung up on because someone things your drunk or
21 you're doing a prank, you know Bernard
22 Carabello, who Joe mentioned in his testimony,
23 who was part of the group that helped shut down
24 Willowbrook State School in the '70s, you know,
25 I know of Accessible Dispatch because I work

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1 with him, and a couple times a week, I have the
2 work with Bernard to call a customer service
3 line and tell them, this person is not drunk,
4 do not hang up on them, they just speak
5 differently. So that's just a small example of
6 one of the things that we would like
7 enforcement on.

8 Obviously, the solutions that Joe
9 mentioned of having a dedicated customer
10 service staff of people who are talking to
11 people with disabilities all day, sort of
12 eliminates some of those problems, which is why
13 we're asking for it.

14 But we can think of a lot of things like
15 that, experiences like that, where we would
16 like enforcement, just common experiences that
17 people already have on customer service that we
18 want to make sure people aren't doing.

19 I will also just add, it can't all be
20 based on customer feedback. Some of the people
21 who currently use Accessible Dispatch because
22 of aspects of their disability or speech
23 differences, channels for making customer
24 service complaints are a barrier for them. So
25 you might be thinking about people with

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1 intellectual disabilities or other people who
2 require staff support for using communication
3 channels, those folks are less likely to go to
4 a website and fill out a customer feedback form
5 or make an additional call to do a customer
6 complaint, so there has to be additional
7 measures, other than just customers feedback.

8 One thing we know about MTM is, they do
9 incorporate customer feedback, but they're also
10 doing evaluations of their staff calls
11 themselves. I believe they have some
12 algorithmic ways of doing that, but they also
13 have managers reviewing recordings of the call,
14 so getting the Matrix that way and then being
15 able to decide what sort of things we want to
16 enforce if there's problems that are happening
17 again and again would be part of it.

18 Obviously, all of this costs a lot of
19 money, as our friends at Curb have said, to
20 make this, you know, this sort of quality work,
21 so that would need to be worked. If you're
22 saying that you're gonna work it out, then we
23 want that to happen, we just want it written in
24 to the rules so we have a guarantee because we
25 know the current system works.

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1 CHAIR DO: That's fair.

2 Alright, any other questions from the
3 Commissioners?

4 COMMISSIONER BADER: Evan, do you guys
5 have much experience the Myle as a servicer?

6 MR. YANKEY: Yeah, so, you know,
7 obviously, I work for an independent living
8 center, so we get calls, as do some of our
9 colleagues who have given testimony today, so
10 we get lots of calls from people with
11 disabilities, we talk to people with
12 disabilities constantly. So, yeah, people have
13 had poor experience with Myle, in addition to
14 all the other E-hail providers, but, yes, even
15 just on this call, I've heard from people's
16 poor experiences with Myle in particular. It's
17 not to blame anyone, this is a tough job.
18 That's part of our point, is that, to get
19 quality service, you need money. MTM is
20 currently doing it with Accessible Dispatch,
21 maybe Myle would need more money to improve the
22 quality of service that isn't existing for
23 people yet.

24 COMMISSIONER BADER: Thank you.

25 MS. ELUTO: Thank you.

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1 Our next speaker today is Peter Mazer from
2 Metropolitan Taxicab Board of Trade.

3 Please unmute.

4 MR. MAZER: Good morning, Chairperson Do
5 and member of the Commission.

6 My name is Peter Mazer, and I am general
7 counsel to the Metropolitan Taxicab Board of
8 Trade, a seventy-year old association
9 representing owners and operators of licensed
10 New York City medallion taxicabs. We also
11 operate a full-service driver center that
12 provides an array of free services to drivers,
13 and our drivers provide thousands of taxicab
14 trips to persons with disabilities. We are
15 committed to providing accessible
16 transportation to the disability community.

17 One of the most significant changes
18 proposed on the rules under consideration is
19 the elimination of the existing Accessible
20 Dispatch program. In the statement, the basis
21 of purpose, the Commission states that the
22 elimination of this program would save the taxi
23 improvement funds about \$6 million a year,
24 which could be used to provide additional
25 hack-up funds for medallion owners.

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1 At the same time, the elimination of the
2 \$1 tip incentive to drivers that currently
3 receive for operating these vehicles. This
4 change alone would result in the reduction of
5 driver earnings of approximately five percent,
6 which would be further compounded, as news
7 reports recently indicated, taxicab ridership
8 is down because of the recently imposed
9 congestion tolling program.

10 Under today's proposals, drivers would
11 lose deadhead fees that they receive when they
12 accept accessible E-hail trips.

13 We fully appreciate the income and expense
14 stated that the TIF programs, as TLC has
15 provided in its annual report to the City
16 Council. We understand the current Accessible
17 Dispatch program is costly, but when it comes
18 to deciding whether to continue the existing
19 Accessible Dispatch program, there is much more
20 than merely financial considerations.

21 At the TLC's last public hearing, and
22 again today, the disability community spoke
23 loudly and clearly about the need for the
24 existing program to continue. Commissioners
25 heard that transferring this program to E-hail

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1 will provide a disservice to many in the
2 community who have come to rely on the existing
3 Accessible Dispatch program.

4 Although the number of accessible vehicles
5 has increased and now exceeds 4,000, there are
6 those that say the service is needed and we
7 encourage its continuation even if
8 modifications are necessary.

9 The TLC can explore ways to further reduce
10 the cost --

11 TIMEKEEPER: Thirty seconds remaining.

12 MR. MAZER: -- including enlisting the
13 Mayor's office of Persons with Disabilities to
14 help advocate for adequate city funding for
15 this important program. The city has record
16 funding and it is not feasible to continue the
17 existing program, another program should be
18 replaced.

19 Drivers' concerns must be addressed in
20 deciding how to provide accessible
21 transportation. You can have all Waaves you
22 want on the road, but if you don't provide
23 adequate incentives for drivers, the program
24 will not work.

25 Finally --

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1 TIMEKEEPER: Time has expired.

2 MR. MAZER: I just want to add, even
3 though my time is up, that we would be remiss
4 if we did not address concerns of many of our
5 drivers. Our taxicab driver population is
6 older and many of our drivers have disabilities
7 themselves. There needs to be addressed in any
8 overall program, the ability to deal with
9 drivers who have personal disabilities that
10 need to be addressed as well.

11 I thank you for this opportunity to speak,
12 and I look forward to hearing any questions or
13 comments you may have. Thank you.

14 MS. ELUTO: Thank you.

15 Our next speaker is Rasheta Bunting,
16 president of One Heart One Vision.

17 MS. BUNTING: Good morning. Can you hear
18 me?

19 MS. ELUTO: Yes.

20 MS. BUNTING: Okay, good morning, and
21 thank you for having me, Commissioners. My
22 name is Rasheta Bunting, I am the vice
23 president of the National Federation of the
24 Blind of New York State. The National
25 Federation of the Blind is the largest

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1 blindness disability advocacy organization in
2 the country, and I'm also the president of the
3 One Heart One Vision, which is a grassroots
4 organization that provide services for blind
5 women locally.

6 Now, first of all, I do want to say thank
7 you for making an effort to meet our needs as
8 persons with disabilities, so the testimony
9 that I was going to say, I have to throw that
10 out, but I am gonna speak to the recent
11 events that you sprang upon us.

12 Like I said, I am a blind person. I also
13 have traumatic brain injury due to stroke, so I
14 do suffer from aphasia. I want to speak about
15 the -- keeping the Accessible Dispatch line, or
16 if from -- it seems like you are gonna enact
17 the new customer service hotline. I want to
18 speak about the simplicity and how important it
19 is for blind persons and persons with cognitive
20 disabilities, how important it is for us to
21 have that simplicity when using phone lines.

22 This is what makes the current Accessible
23 Dispatch hotline so appealing because it's very
24 user friendly. You call a number, you speak to
25 a person who understands your needs. With a

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1 person such as myself who do suffer from
2 aphasia, a lot of times, we can't get our
3 thoughts together, or at times depending on the
4 time of day, my speech is slurred and persons
5 with aphasia, speech are slurred.

6 Like some of my colleagues have expressed,
7 who recently spoke, we don't want to be
8 misconstrued for being drunk or confused. We
9 need people on this new line who understand our
10 needs and who are blessed with loads of
11 empathy.

12 Also, as a person who is blind and
13 discussing the ever-increasing numbers of blind
14 seniors or people who are new to blindness due
15 to injury or illness, it is important that we
16 don't get bogged down with the clutter.

17 TIMEKEEPER: Thirty seconds remaining.

18 MS. BUNTING: Okay. I'm just gonna draw
19 it to a close, simplicity is the best way, like
20 we have now, and that's why I'm imploring you
21 to, at least, think about the ease and user
22 friendliness of having a person who understands
23 our needs and a person who is blessed with
24 empathy and having a very similar phone line
25 for us to call, not dealing with many option.

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1 And thank you.

2 MS. ELUTO: Thank you. Our next speaker
3 today is Bhairavi Desai, from NYTWA.

4 MS. DESAI: Good morning, Commissioner Do
5 and members of the Commission.

6 I really appreciate that I've heard so
7 many speakers today talk about the need to save
8 dispatch jobs and that, you know, and
9 articulate the importance of valuing workers
10 with specialized professional skills versus
11 automation.

12 All I can think as I'm hearing that is,
13 that's what we're asking for drivers. We're
14 saying, don't pit drivers against
15 accessibility. That is such a regressive
16 position. We need to value that all drivers
17 are asking for is to be paid for their time,
18 their labor, and at a bare minimum, their
19 expenses.

20 But the approach that is being taken right
21 now, eliminating the \$1 per trip fee,
22 eliminating the operating cost, and even
23 eliminating the deadhead fee on these trips, on
24 the dispatch tips is incredibly regressive.

25 All workers have a right to a secure job

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1 and a dignified job. That means a job that is
2 not going to leave them in poverty, that's what
3 we're asking for. Same as the advocates are
4 articulating that for those who are engaged in
5 the dispatch jobs, that's what we're asking for
6 for the tens of thousands of men and women in
7 these streets who are behind the wheel. Nobody
8 working behind the wheel is getting rich out
9 there. The programs that we are asking to be
10 saved are so people can have a bare minimum
11 dignified survival, that they're not left in
12 debt, they're not forced into bankruptcy
13 because that is literally the edge of economic
14 turmoil that drivers in this sector have been
15 under for almost ten years.

16 Commissioner Do, the airport pass is a
17 terrible idea. More than ten years ago, this
18 city already tried it, and it failed miserably.
19 In fact, they tried it before these grants were
20 put in to place. There were protests at the
21 airport.

22 Drivers are not trying to outdo each
23 other, what they're trying to do is be
24 compensated for their time, their labor, and
25 their expenses. The City has to find a way to

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1 raise more money to supplement the TIF fund.
2 there is no way of getting around it.

3 TIMEKEEPER: Thirty seconds remaining.

4 MS. DESAI: I appreciate hearing the
5 advocates say that they would work with the
6 City. I wish they had done that in the
7 course of this litigation, something we
8 literalily begged people for. We said that,
9 you know, these programs are gonna be cut for
10 drivers, just as right now the advocates are
11 concerned that the programs are gonna be cut
12 for the community.

13 The only way forward is for everybody on
14 both sides of this litigation to understand
15 that we need to find more funding and we need
16 to find a timeline that allows for that funding
17 to come through and for everybody to survive,
18 including the drivers themselves that are going
19 to perform these jobs and provide --

20 TIMEKEEPER: Time has expired.

21 MS. DESAI: -- the service that we're all
22 debating. Thank you.

23 CHAIR DO: I have a quick question. So,
24 in previous testimony, you have recognized that
25 the TIF fund is insolvent, right, and that if

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1 we don't make these changes, that we would dig
2 ourselves in a deeper hole, and so we're being
3 proactive today.

4 So, you know, knowing that, what can we do
5 that, in our current budget, that you think
6 might be best and appropriate to make sure that
7 we get on the better path next year?

8 MS. DESAI: Well respectfully,
9 Commissioner, and I understand that you are in
10 a tough position, but respectfully, I don't
11 think you're being proactive. I think you're
12 all being reactive.

13 Proactive would mean that, right now in
14 budget season, on January 22nd, we would roll
15 up the sleeves and say, what are ways that we
16 find money so we don't have to cut out these
17 programs, that we talk to the State and as the
18 governor is unveiling her budget, and say the
19 fifty cents from every taxi trip that, right
20 now, is not allocated to the MTA's capitol
21 programs and has been on the books since 2009,
22 long before anybody else contributed a dime to
23 the MTA, that we need that money to subsidize
24 accessible taxi service, which is part of
25 public transportation, and that budget is going

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1 to be voted on -- you know, it gets finalized
2 by the end of March, so we're not talking about
3 a long ways off. You know, the City's budget
4 with the Council is gonna be finalized at the
5 end of -- you know, by the end of June. We are
6 not talking about many months away. These are
7 things within our reach. I don't think we're
8 talking about a significant amount of money.

9 I really think we cannot operate in a
10 vacuum. We cannot see this -- you know, for
11 over ten years, Taxi Workers Alliance has
12 consistently said accessibility is an
13 opportunity, it's not a burden. And that's the
14 progressive approach to this issue. That means
15 we cannot do this in a vacuum.

16 I really appreciate Comptroller Lander's
17 remarks, but that means we need the comptroller
18 at the table, we need the Council at the table.
19 We need the Plaintiffs to recognize that maybe
20 shift -- you know, talking about fifty of all
21 medallions has shifted the economics for the
22 TLC in shaping these programs, and that it
23 doesn't really make sense to talk about fifty
24 percent of all medallions, if those medallions
25 are in storage. Fifty percent of active

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1 medallions really should be the target and
2 remain the priority that allows us to keep
3 these programs in place.

4 We need everybody to work cooperative,
5 that just hasn't happened from -- you know,
6 from my vantage point, it's part of why we even
7 submitted an amicus, we did not take a position
8 in our amicus, we were neutral because we
9 really tried to be the bridge between this City
10 and the advocates. A position that we
11 maintained for over ten years, a position that
12 we still hold today. That's the proactive way.
13 Keep these programs find other funding, you
14 know, come up with a timeline with the
15 advocates that have articulated through these
16 hearings that they understand the importance of
17 the dispatch program. I believe that means
18 they would also understand the importance of,
19 you know, preserving driver jobs, allowing the
20 taxis to be on the streets, you know, and not
21 driving people into bankruptcy and debt.

22 CHAIR DO: That's helpful. Thank you,
23 Bhairavi. I appreciate your time.

24 MS. DESAI: Thank you.

25 MS. ELUTO: Thank you.

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1 Our next speaker is Robert Acevedo.

2 MR. ACEVEDO: Right. I'm Robert Acevedo
3 from Disabled in Action.

4 Let's see. Again, with the Accessible
5 Dispatch program is an exercise in getting rid
6 of the human element, which many in New York
7 City rely on. While the mayor loves to talk
8 about how important the disabled are to the
9 City, I know that what the TLC proposes to do
10 is really all about the money.

11 The TLC was forced in Court to try to do
12 what they promised years ago, and Accessible
13 Dispatch is being done away with, again, to
14 save more money, according to the TLC.

15 Many visitors and other New Yorkers need
16 the human element of Accessible Dispatch to
17 request a vehicle. Now, I remember calling
18 Accessible Dispatch a few years ago, during --
19 in order get my vaccine, it was snowing very,
20 very much, and I really appreciated that
21 they -- that the dispatcher said, oh, well,
22 don't worry you're gonna get to your
23 appointment, you will get there in time. That
24 was a great thing, it made me -- it lowered my
25 high blood pressure.

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1 Finally, the TLC and its driver are
2 worried about saving money, like I said before,
3 but the human element is worth more than money.
4 Many New Yorkers will miss the service,
5 including visitors, and let's see. We'll see
6 the hypocrisy of the City as they are forced to
7 maneuver through different prompts on different
8 apps and things like that.

9 And remember, not everyone has a
10 smartphone.

11 And my last thing is, if it's not broke,
12 don't throw it out.

13 Thanks a lot. Thanks for everything.

14 CHAIR DO: Thank you, and I just want to
15 clarify that, there is still going to be a call
16 option with a live person via Accessible
17 Dispatch 2.0, and so, you know, I think the
18 comment that we're getting rid of Accessible
19 Dispatch is incorrect, right, in that, we are
20 now passing new rules to make sure that the
21 E-hail providers provide this 24/67 live
22 customer service.

23 Okay. Thank you.

24 MR. ACEVEDO: Thank you.

25 MS. ELUTO: Our next speaker is Walter

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1 Deane from Long Street Real Estate.

2 MR. DEANE: Thank you. My name is Walter
3 Deane, again. Thank you, Commissioner Do and
4 all the commissioners for having me and all
5 that you do.

6 I am just a regular taxi rider, and I am
7 very worried about the yellow taxi business in
8 New York City, as I see fewer cabs on the
9 streets, and those that are there are vacant
10 with their taxi lights on. Drivers tell me
11 everyday that their business is absolutely
12 terrible. The taxi E-hail business will not
13 succeed for those with disabilities if the taxi
14 business continues to struggle due to high
15 passenger costs and low driver compensation.

16 Taxis have become too expensive for the
17 regular commuters and the real issue that the
18 driver -- is that the drivers are not getting
19 the added fees despite their working
20 twelve-hour days.

21 Just to get into a taxi now costs over \$11
22 if I am in my east side neighborhood, which has
23 now been divided in half on 60th Street with
24 the new congestion demarcation line and can run
25 over \$16 if I'm going to the airports and \$30

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1 to Newark, this is without the trip even
2 starting. I tried to take a yellow cab on
3 Sunday and got out after nine blocks of
4 traffic, and the trip cost over \$21.

5 If those of you on the Commission have
6 spoken up against these fees that go to the
7 City and the State and not to the drivers, I
8 have not heard it, I have not seen anything
9 posted against these fees on the website or on
10 the Twitter page, and I have not heard anyone
11 speaking up against these fees and taxes this
12 morning or at the last hearing that I attended
13 via Zoom when you unanimously voted to raise
14 the fares which are destroying this important
15 business.

16 I challenge each of you on the Commission
17 to take taxis everyday at your own expense to
18 and from work to other commitments and to give
19 up your cars and parking placards, if you have
20 them. We the taxi drivers -- riders, including
21 the E-hail passengers with disabilities need
22 your support, as do the drivers.

23 Whatever amount is on the meter should go
24 to struggling drivers and yellow taxis should
25 be exempt from all bridge and tunnel tolls

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1 which can be as high as \$18 and congestion fees
2 that are now 2.50, plus 75 cents south of 60th
3 Street, and improvement surcharges, and
4 overnight surcharges, and rush hour surcharges,
5 et cetera.

6 I respectfully ask that you consider
7 having passenger representatives on the
8 Commission, including those with disabilities,
9 who use the E-hail program.

10 A heartfelt thanks again for Commissioner
11 Do and the members of the Commission and to all
12 of the yellow taxi drivers who are out there
13 every day struggling. We, your devoted
14 passengers stand with you --

15 TIMEKEEPER: Thirty seconds remaining.

16 MR. DEANE: -- and we appreciate all that
17 you do for our city. Thank you.

18 CHAIR DO: As always, thank you so much,
19 Walter, for your comments, both in my e-mails
20 and also here tonight.

21 MR. DEANE: Thank you.

22 MS. ELUTO: Thank you. Next speaker is
23 Michael Ring.

24 MR. RING: Hi, my name is Michael Ring, I
25 am the second vice president of Disabled in

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1 Action, and if anyone requires a verbal
2 description of my appearance, I'm a 61-year-old
3 white guy, who, I can see, needs a shave.

4 These new regulations that are proposed to
5 move forward, it's half a step forward and ten
6 steps backwards. We will be more accessible
7 cabs on the road but that's because of a
8 lawsuit, it's not any choices involved. I'm
9 glad the TLC is finally complying with that.

10 But there is no parts of these regulations
11 that are gonna ensure that drivers want to pick
12 up a person using a wheelchair. With the
13 removal of the -- being able to phone in and
14 have Accessible Dispatch send an accessible
15 vehicle, where drivers get an incentive,
16 drivers aren't gonna want to swing by and pick
17 us up.

18 Many times, I help people in wheelchairs
19 hail a yellow cab, and I stand at the curb and
20 hold up my arm and I've seen them Zoom away
21 when they see a wheelchair roll up, or person
22 in a wheelchair. It's -- they don't get paid
23 extra to get out of their vehicle and help
24 someone get into the back and secure them. And
25 most of the drivers are unable to secure a

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1 wheelchair properly. Their training is
2 insufficient and they have no incentive to
3 actually figure out how to do it.

4 Also, I'm hearing that drivers are gonna
5 have the masked -- it's gonna be masked,
6 they're not gonna know they're on their way to
7 pick up someone who is using a wheelchair,
8 they're gonna zoom away when they see that
9 wheelchair.

10 A lot of drivers just don't want to do it.
11 They are required to get an accessible vehicle,
12 but they don't want to pick up people with
13 disabilities.

14 Also, the ability to call Accessible
15 Dispatch is great, but I'm hearing that all of
16 the different agencies, the different companies
17 that provide customer service will be required
18 to have a phone line. I'm in the accessible --
19 I'm in the on-demand program with
20 Access-A-Ride, I make between 35 and 45 Uber
21 rides a month, I'm a heavy user, and I use
22 customer service and their customer service is
23 robots --

24 TIMEKEEPER: Thirty seconds remaining.

25 MR. RING: They don't have humans

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1 responding to e-mails, it's just boilerplate
2 responses based on words, and when I actually
3 got to call someone, they had absolutely no
4 idea what I was talking about.

5 Accessible Dispatch, you're gonna get
6 someone in New York City who knows how to help
7 you. People aren't gonna want to use national
8 and international companies to get customer
9 service.

10 Thank you for your time.

11 MS. ELUTO: Thank you.

12 Our next speaker is Giuseppe Floccari.

13 MR. FLOCCARI: Hi, everyone, good
14 afternoon.

15 I would just like to say, the Accessible
16 Dispatch program does provide service 24 hours,
17 seven days a week. I know this because I've
18 used it all too many times. I have had nothing
19 but positive experiences with the program.
20 However, in reference to the dispatch line, I
21 do understand that you're, for now, not getting
22 rid of it, but I don't understand what the line
23 would be. Would it be an international number,
24 are you changing the phone number, will access
25 to 311, and the 311 would patch that call in to

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1 Accessible Dispatch? That's unclear to me, and
2 because that's unclear to me, it's unclear to
3 all people with disabilities.

4 As I speak to you today, I'm also advocate
5 for people with disabilities. I am on the
6 board of DIA, and this is something that comes
7 up all the time.

8 I don't have an issue with my speech, but
9 there are people who do, and will they be able
10 to understand and provide service for people
11 who are not well spoken as I am.

12 Thirdly, will this new phase, if in
13 keeping or not keeping the Accessible Dispatch
14 program, will that entail job openings,
15 especially for people with disabilities. You
16 know, that is an issue for us, education and
17 medical are also big things in the disabled
18 community. Would that be a part of this new
19 phase?

20 So there are a lot of unanswered questions
21 from me as of right now, and I would just want
22 to say that, please consider keeping the
23 Accessible Dispatch program and the number.
24 It's not broken, please don't try to fix it
25 because people with disabilities don't really

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1 like things that are new because --

2 TIMEKEEPER: Thirty seconds remaining.

3 MR. FLOCCARI: -- we are unable to justify
4 from the new to the old for some people.

5 Thank you.

6 CHAIR DO: Mr. Floccari, we are going to
7 keep the Accessible Dispatch number and that
8 will be one number that you will call and get
9 service from, we'll look into the 311 portion
10 as we move forward.

11 MS. ELUTO: Next speaker is Tucker
12 Salovaara. Please unmute your microphone and
13 begin.

14 MR. SALOVAARA: My name is Tucker
15 Salovaara. I am (unintelligible) a system
16 where your -- is working. Not everyone will be
17 mobility have smartphones of know how to call a
18 customer line. Please keep the system the way
19 it is, and don't (unintelligible) working for
20 us.

21 Thank you.

22 MS. ELUTO: Thank you.

23 Our next speaker is Tendzin Tashi
24 (phonetic). Please unmute your microphone and
25 begin. Okay, we can come back to you.

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1 We will go to Richard Chow. Mr. Chow, you
2 can begin.

3 MR. CHOW: Hello, good morning. Can you
4 hear me?

5 MS. ELUTO: Yes, good morning.

6 MR. CHOW: I can't see my picture, I
7 cannot not see the picture.

8 MS. ELUTO: I don't see it either. But
9 why don't you, please, give your testimony.

10 MR. CHOW: Okay. Good morning,
11 Commissioner Do and everyone. My name is
12 Richard Chow, I am a member New York Taxi
13 Worker Union.

14 We have concerning the TLC cutting the TIF
15 money from the driver, \$1 get the disability
16 trip, driver get empty hand to pick up the
17 disability service. We support the Waave
18 program in the City. We suffer so much
19 already. If the TLC cut the driver to lose
20 dollar trip, driver could lose \$3,000 to 4,000
21 a year.

22 So, when I meet the drivers at the JFK or
23 LaGuardia, drivers are all disappointed if that
24 TLC cut the disability TIF, and they pay the
25 driver MTA to cut the fare, so TLC take the

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1 wages, money, driver not enough money to pay
2 the gas, the mortgage, the lease, repair, the
3 maintenance, the new car, it's -- Waave car is
4 very expensive for the trip. If the TLC cut
5 the program, this means they're forcing the
6 driver out from the job in bankruptcy.

7 The Commissioner Do, please help us to
8 reach this money from this firm, we are already
9 suffered so much in this business the Waave
10 program. We taxi driver collect more than
11 \$1 billion for the MTA and taxi also pay
12 through to the city sales tax so many, many
13 years. We are proud to be yellow cab driver
14 service in the City and in the five boroughs,
15 and we are proud to give the Access-A-Ride, so
16 please do not cut this money and let us
17 survive. Thank you so much.

18 MS. ELUTO: Thank you.

19 Our next speaker --

20 CHAIR DO: None of these changes are in
21 relation to Access-A-Ride, only Accessible
22 Dispatch.

23 Thank you, Sherryl.

24 MS. ELUTO: Sure.

25 Next speaker is Terrence Page, president

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1 of the Greater New York Council for the Blind.

2 MR. PAGE: Can you guys hear me?

3 MS. ELUTO: Yes.

4 MR. PAGE: I'd like to thank you. I'm
5 Terrence Page, the president of the Greater New
6 York Council of the Blind. We have met with
7 TLC, Cindi and others. I'd like to thank the
8 Commissioner and their entire team when they
9 came out to Cellis Manor (phonetic) to speak to
10 us about drivers ignoring the pick up of
11 persons with guide dogs in the late hours.

12 I am here to say, I would like this
13 program to be promoted more, most people in the
14 blind and visually impaired community are
15 unaware of this program. It would be great if
16 you did an outreach so these persons, who are
17 not smartphone users and don't use apps would
18 learn about this in the outer boroughs and
19 especially in Manhattan. This would be a
20 great, great program, and I don't think it
21 should be changed, and I appreciate the
22 Commissioner and his staff for what they're
23 doing.

24 Thank you.

25 MS. ELUTO: Thank you.

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1 The next speaker, we're going back to
2 Tendzin Tashi. Mr. Tashi, are you there, can
3 you unmute your microphone?

4 Yes, go ahead.

5 MR. TASHI: Hello, everyone. My name is
6 Tendzin Tashi, and I --

7 FEMALE SPEAKER: Sorry, he's scared. I'm
8 his wife, Yudin (phonetic). Tendzin Tashi, he
9 is asking to go back to Uber drive, he used to
10 drive three years ago -- three years and then
11 after he was in the waiting list and he was
12 waiting, and he always tried to get back to the
13 job. He said he really want to work in the --
14 drive Uber again.

15 CHAIR DO: Thank you. We'll follow up
16 with Tendzin offline. This is a hearing on
17 Accessible Dispatch, but my team will follow up
18 with you and Tendzin offline. Thank you.

19 MS. ELUTO: That appears to be the end of
20 our speaker's list, and I turn back the hearing
21 to you, Commissioner.

22 CHAIR DO: Okay. Thank you so much to the
23 disability advocates for coming out and
24 speaking about the Accessible Dispatch
25 programs. The pros of the existing program and

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1 how we can transform a new program to meet the
2 expectations of our advocates.

3 We still have a lot of work to do. We
4 have meetings coming up and we will work with
5 our disability advocates, people with
6 disabilities to make the changes even better,
7 to incorporate into the rule the expectations
8 that you have for a program.

9 This is something that I heard loud and
10 clear today and it's something I'll work with
11 the Commission, all of our board of
12 commissioners to make that a reality.

13 I also want to thank our other
14 stakeholders across the taxi world who have
15 spoken today. Your feedback is incredibly
16 important, and we'll look at that feedback and
17 the written comments as we move on to make the
18 appropriate changes to this rule set to make it
19 better for all stakeholders.

20 Thank you. The time is now 11:50 a.m.,
21 and I'll call this public hearing to a close.

22 (Time Noted: 11:50 a.m.)

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24
25

<p>\$1 33:3 66:2 71:21 87:15 88:11 (5)</p> <p>\$11 79:21</p> <p>\$16 79:25</p> <p>\$18 81:1</p> <p>\$21 80:4</p> <p>\$30 79:25</p> <p>\$3000 87:20</p> <p>\$6 65:23</p> <p>& 3 37:9</p> <p>'70s 61:24</p> <p>22nd 74:14 92:15</p> <p>28th 18:15 19:4 26:24</p> <p>60th 79:23 81:2</p> <p>61yearold 82:2</p> <p>abandon 20:13</p> <p>ability 23:8 28:6 32:2,22,23 51:19 68:8 83:14 (8)</p> <p>able 17:3 20:19,21 26:14 34:24 53:2,10 54:9,25 55:3 56:3 58:2 63:15 82:13 85:9 (15)</p> <p>about 3:23 6:1 7:11 9:17 10:6,25 18:3,13,22 19:5,7,8 22:1 24:21 26:7 33:22 34:8 35:2 36:1,11,16,17,19,20 38:19 42:12,14,17 43:14 44:19 48:14 50:22 52:15,15,20,22,23 53:22 54:11,15 57:9 58:4,5 59:14 61:8 62:25 63:8 65:23 66:23 69:14,18 70:21 71:7 75:2,6,8,20,23 77:8,10 78:2 79:7 84:4 89:10,18 90:24 (66)</p> <p>absolutely 40:20 41:16 43:17 79:11 84:3 (5)</p>	<p>absurd 37:14</p> <p>accept 50:3,7 66:12</p> <p>acceptance 52:12</p> <p>accepting 49:24 50:15 56:3</p> <p>access 6:13 17:13 46:11 84:24 (4)</p> <p>accessaride 11:8 22:24 29:18 37:24 48:8 83:20 88:15,21 (8)</p> <p>accessed 13:4 16:8</p> <p>accessibility 4:13 21:17 55:8 71:15 75:12 (5)</p> <p>accessible 3:11 4:6,14 5:15,18,22,22 6:1,3,7,24 7:4,6,14,22,24 8:3,4,15 9:4,16,18,20,23 10:5,8,13,16,24 11:15,22 12:19,24 13:14 15:15 16:5 17:14 18:11,12,18 19:1 20:5,11,15,16,24,25 21:6,11 22:1 26:25 27:1 29:11 32:15 33:7 35:16,17,21,22,25 38:14 41:3 46:2,4,10,11,13,25 47:9,15 53:9,18 55:16 57:6,9,11,13,16 58:22 59:18 60:24 61:25 62:21 64:20 65:15,19 66:12,16,19 67:3,4,20 69:15,22 74:24 77:4,12,16,18 78:16,18 82:6,14,14 83:11,14,18 84:5,15 85:1,13,23 86:7 88:21 90:17,24 (116)</p> <p>accommodated 25:11</p> <p>according 77:14</p> <p>accountable 27:14</p> <p>accurate 92:8</p> <p>acevedo 77:1,2,2 78:24 (4)</p> <p>across 9:6,13 10:18 49:10 91:14 (5)</p> <p>action 15:24 16:2 19:6 35:12</p>	<p>45:21,24 77:3 82:1 92:11 (9)</p> <p>active 4:3 75:25</p> <p>actively 35:13</p> <p>actual 38:17</p> <p>actually 40:22 60:20 83:3 84:2 (4)</p> <p>adams 19:20 20:4</p> <p>add 62:19 68:2</p> <p>added 79:19</p> <p>adding 12:4,9</p> <p>addition 50:4 64:13</p> <p>additional 41:5 63:5,6 65:24 (4)</p> <p>additionally 46:6</p> <p>address 49:18 51:11 57:3 68:4 (4)</p> <p>addressed 33:23 67:19 68:7,10 (4)</p> <p>adequate 67:14,23</p> <p>adjustment 4:12</p> <p>adjustments 4:12</p> <p>advanced 29:17</p> <p>advantages 26:11</p> <p>advocacy 15:21 57:5 69:1</p> <p>advocate 67:14 85:4</p> <p>advocates 22:13 28:22 30:14 48:24 59:5 60:5 72:3 73:5,10 76:10,15 90:23 91:2,5 (14)</p> <p>affiliated 10:5</p> <p>after 18:14 80:3 90:11</p>
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