

For-Hire Vehicle Annual Accessibility Report

Year 6
July 1, 2023 – June 30, 2024



EXECUTIVE SUMMARY

The NYC Taxi and Limousine Commission (TLC) is committed to ensuring accessible service is readily and widely available to the riding public. TLC monitors accessible service in the FHV sector through specified wait time standards. Since 2021, authorized wheelchair accessible vehicle dispatchers must provide 80% of trips in 10 minutes or less and 90% of trips in 15 minutes or less. In Fiscal Year 2024, the FHV sector provided 48,000 trips per month in 15 minutes or less, where the passenger specifically requested a wheelchair accessible vehicle. TLC's minimum wait time rules ensure that FHV WAV service is consistent and reliable for the many New Yorkers who depend on an accessible vehicle to get around.

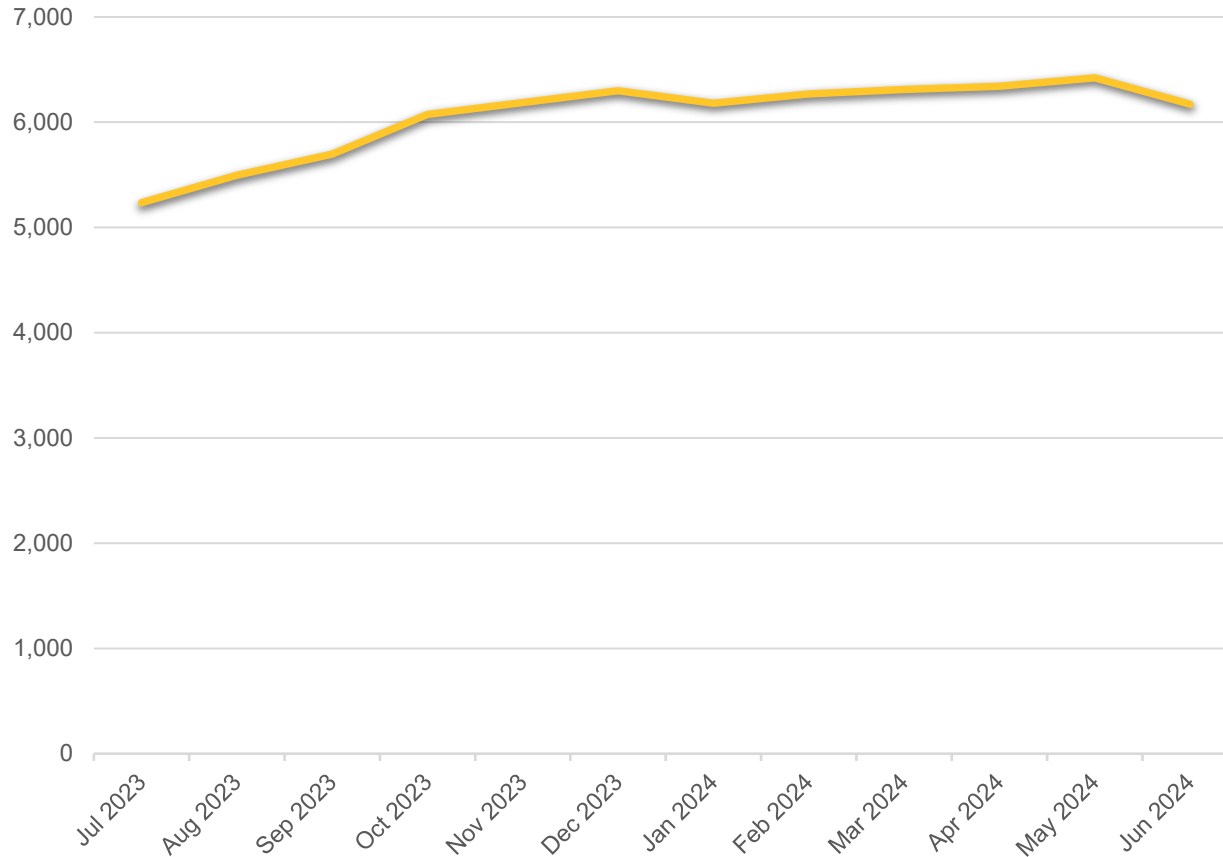
Since the accessible wait time service rules went into effect, the number of wheelchair accessible vehicles (WAVs) increased dramatically. At the end of Fiscal Year 2024, there were 5,800 wheelchair accessible for-hire vehicles in circulation compared to 339 that were available in January 2019. Year 6 boasted almost 560,000 completed wheelchair accessible trips between July 2023 and June 2024. Moreover, 88% of passengers are picked up within 10 minutes of their request. This exceeds the wait time standard that 80% of trips have a wait time of 10 minutes or less.

Recently, the TLC held a public hearing and voted to adopt new rules requiring FHV WAV dispatchers to serve 90% of trips in 10 minutes or less. The enhanced wait time requirement will further improve access to wheelchair accessible vehicles across the five boroughs.

FHV Fleet Growth

Number of WAVs on the Road

Year 6: July 1, 2023 – June 30, 2024



- In Year 6 the number of FHV WAVs on the road grew by almost 20%.
- As the number of WAVs grew, the number of completed trips steadily increased as illustrated in the following report.

ACCESSIBLE OPTIONS



TLC Chapter 59 rules governing wheelchair accessibility in the FHV sector were adopted in January 2019. The rules provide two options for bases to satisfy the accessible service requirements. The majority of trips are serviced by approved FHV WAV dispatchers and a small share of traditional FHV bases.

➤ **Option 1: FHV WAV Dispatch (Central Dispatch Exception)**

Rule Criteria

- Base contracts with authorized FHV WAV Dispatcher
- FHV WAV Dispatcher provides trips
- Trips are measured based on a wait time standard
 - 90% < 15minutes
 - 80% < 10 minutes

Approved FHV WAV Dispatchers: Lyft and Uber

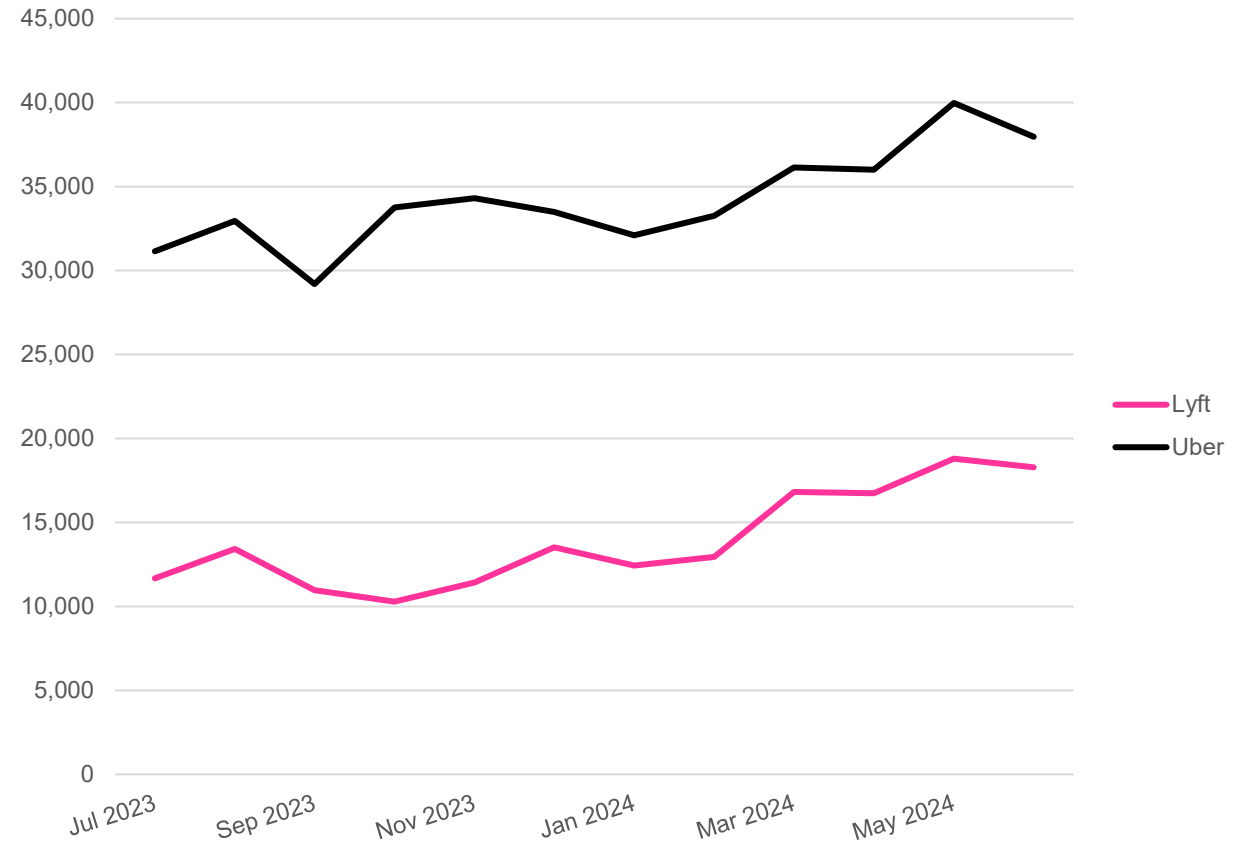
➤ **Option 2: Trip Mandate Rule**

Rule Criteria

- Base is required to dispatch 25% of trips in an FHV WAV regardless of passenger request

FHV WAV Dispatch Completed Accessible Trips (Central Dispatch Exception)

Year 6: July 1, 2023 – June 30, 2024



- In FY 2024 there were almost 560,000 completed accessible trips compared to a little over 335,000 completed trips in the previous reporting period. This represents a 65% growth over Year 5.
- Uber and Lyft demonstrated greater consistency in their number of completed trips.

FHV WAV Dispatch

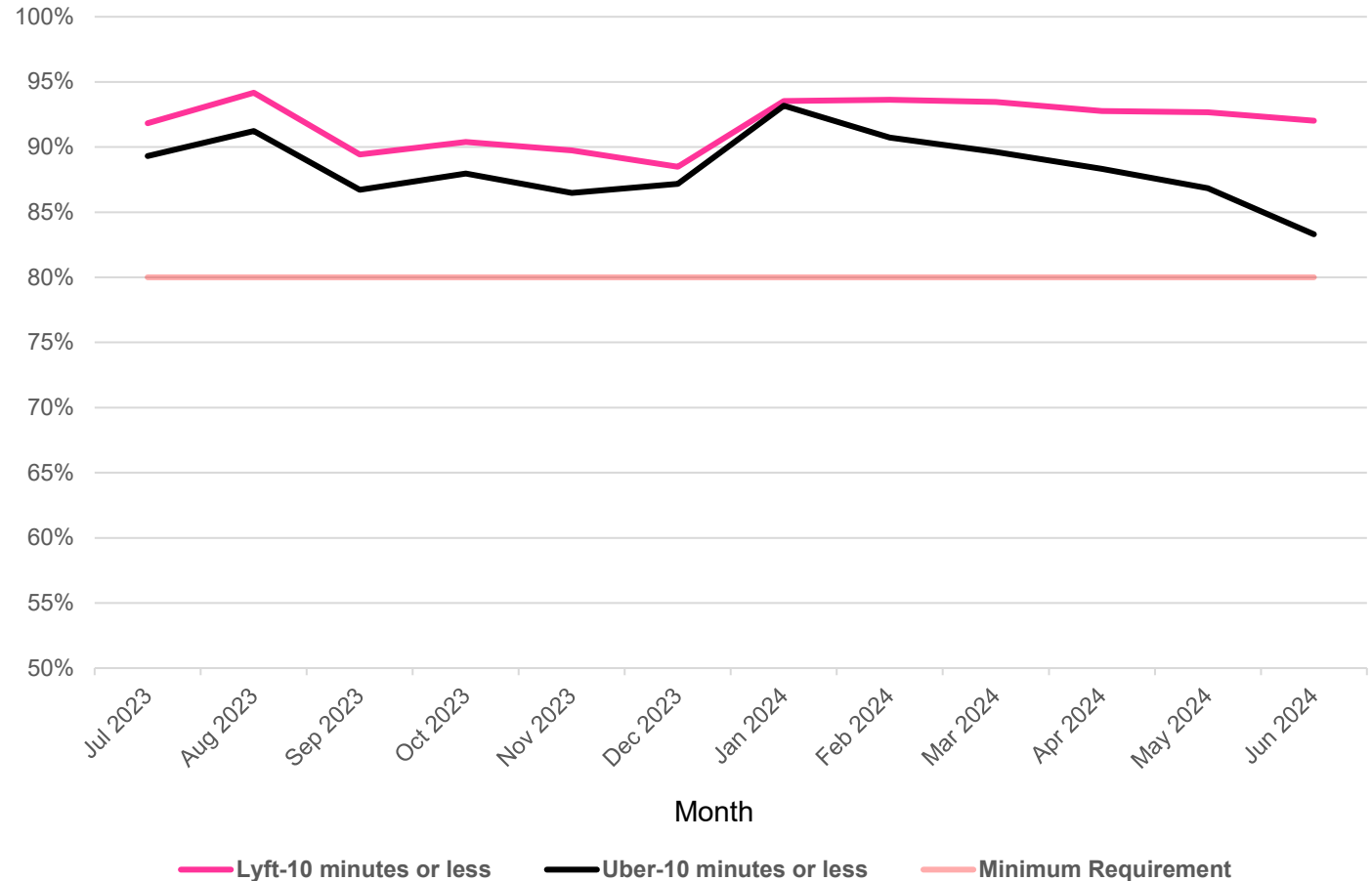
10-minute Wait Time Standard

(Central Dispatch Exception)

FHV WAV Dispatch
Central Dispatch Exception
10-minute service Level Standards

Year 6: July 1, 2023 – June 30, 2024

- Year 6 service level standards required 80% of trips to arrive within 10 minutes of the passenger request. Both Uber and Lyft exceeded standards with an average wait time of 88% and 91%, respectively.
- From January-March, Uber sustained a 91% average for the 10-minute service threshold. Despite Uber's fluctuation, the rideshare service has not fallen below the 80% threshold.
- During the same months, January-March, Lyft was able to sustain and serve nearly 95% of trips in 10 minutes or less.
- Since Year 5, both Uber and Lyft were more consistent in their ability to meet wait time thresholds.



FHV WAV Dispatch

15-minute Wait Time Standard

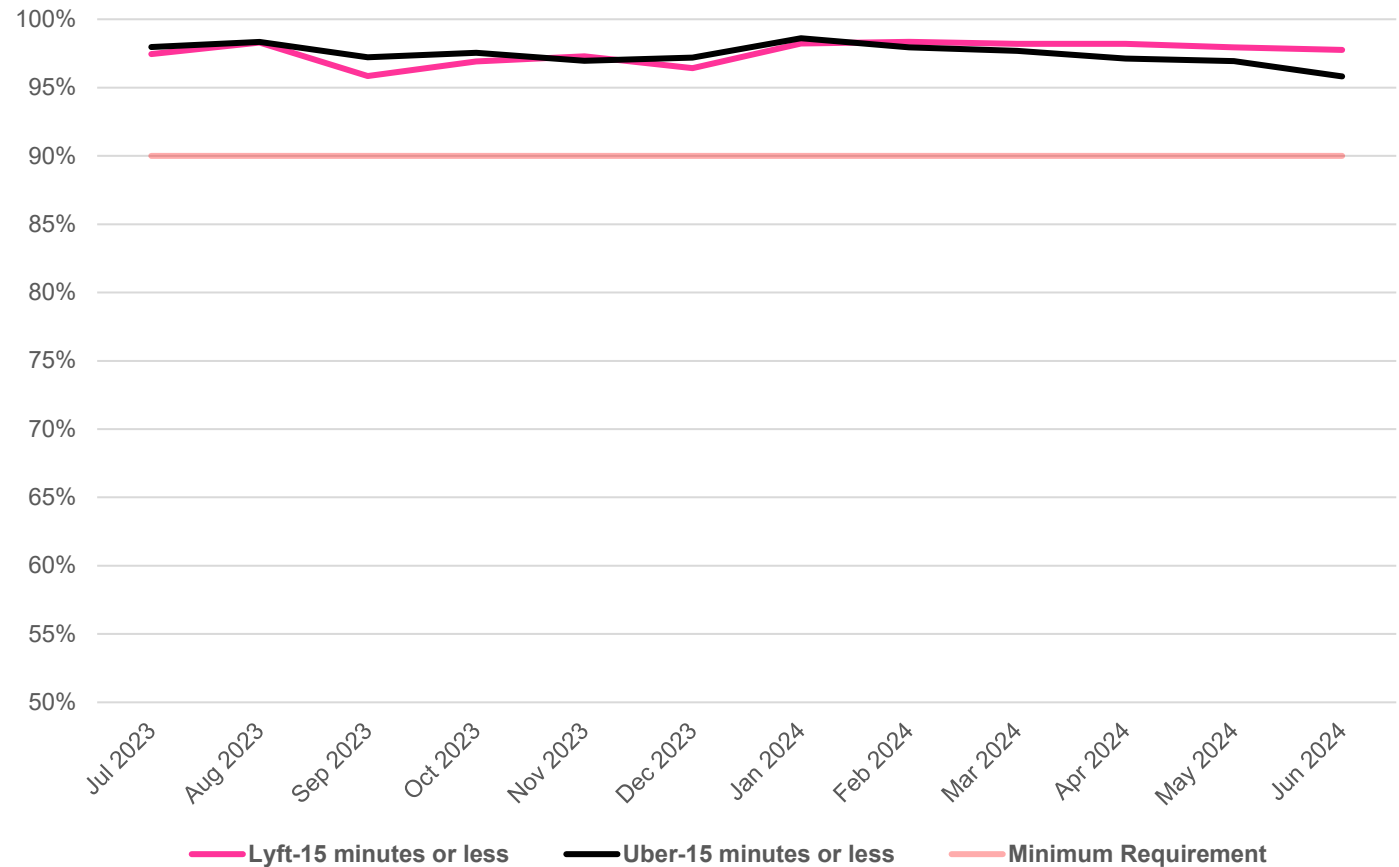
(Central Dispatch Exception)

FHV WAV Dispatch
Central Dispatch Exception
15-minute service Level Standards

Year 6: July 1, 2023 – June 30, 2024

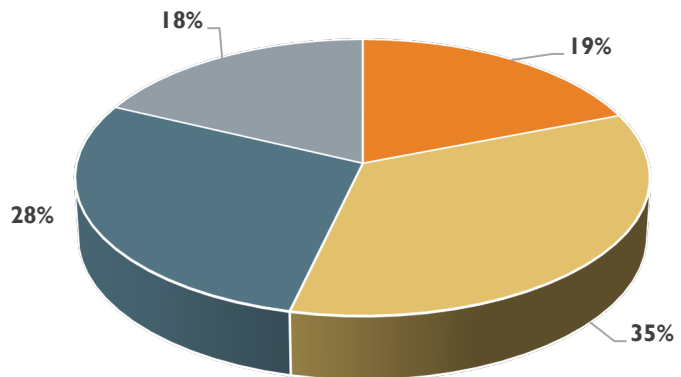
Year 6: July 1, 2023 – June 30, 2024

- Year 6 service level standards required 90% of trips to arrive within 15 minutes of the passenger request.
- Uber and Lyft both performed similarly, ensuring a wait time of 15 minutes or less 97% of the time.
- Lyft improved on their trip performance in Year 6. They exceeded the minimum wait time threshold and maintained a 96%, or above, compliance rate for the 15-minute service level standard.



TRIP MANDATE AUDIT

Base Audit Responses



- Base Suspended/Closures
- Base Unresponsive
- Base with WAVs
- Base without WAVs

TLC conducted an audit of Bases affiliated with the Trip Mandate Rule (TMR). The rule requires that Bases dispatch 25% of trip request in a WAV even if a WAV was not requested by the passenger. Calls were made to 963 bases to determine if they were still operational and providing WAV services.

- 19%: Bases were suspended, in a fail to renew status, closed, or out of business
- 35%: Bases did not answer the phone when called
- 28%: Bases were able to dispatch a WAV at the time of the call
- 18%: Bases did not have a WAV available at the time of the call

The TMR Base Audit survey was designed to capture a Bases' ability to dispatch a WAV at the time of request. Survey responses indicate only 28% of Bases were able to provide a WAV when requested.

Similarly, the Trip Mandate Base Compliance List found in Appendix A, provides another indicator of compliance. TLC analyzed trip data for TMR bases and found only 20% met the TLC rule requirement to dispatch 25% percent of trip requests in a WAV. In contrast, 80% of bases fell short of the service requirement.

POLICY SHIFTS: RULE AMENDMENT

As of December 2023, FHV WAV dispatchers, Uber and Lyft, served over 96% of WAV requests in under 15 minutes.

While this is better service than what was available several years ago, there is still a gap in wait time between WAV requested and non-WAV requested trips.

To address the gap in wait time and move towards greater parity between WAV and non-WAV trips, TLC adopted new rules requiring FHV WAV dispatchers to service 90% of trips in 10 minutes or less.

The new wait time standard went into effect March 2025 and will be evaluated on a yearly basis at the end of the calendar year moving forward.

RECOMMENDATIONS

01

Monitor impact of new wait time standard of 90% of trips services in 10 minutes or less.

02

Reevaluate the FHV WAV Dispatch (Central Dispatch Exception) and Trip Mandate models.

03

Analyze results from audit of Trip Mandate Bases and propose recommendations.

04

Survey and engage bases that are contracting with FHV WAV dispatchers to get feedback on program.

Appendix A. Trip Mandate Base Compliance

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
510 BLACK CAR CORP.	B03276	1544	58	1486	3.8%	Fail
A.T.B. CAR AND LIMOUSINE SERVICE, INC.	B02677	92222	1750	90472	1.9%	Fail
ABR LUXURY TRANSPORTATION CORP.	B03408	16104	2046	14058	12.7%	Fail
ADMIRE LLP LLC	B02173	5234	0	5234	0.0%	Fail
ADON	B02962	24292	53	24239	0.2%	Fail
ADVANCED LUXURY LIMO SVC. INC.	B02833	3040	0	3040	0.0%	Fail
ALFRED EXECUTIVE TRANSPORTATION	B02774	3208	172	3036	5.4%	Fail
ALLSTATE PRIVATE CAR & LIMO, INC	B01899	643249	208007	435242	32.3%	Pass
APOLLO RADIO DISPATCH INC.	B02107	93304	1231	92073	1.3%	Fail
ARECIBO EXPRESS INC.	B03240	195	0	195	0.0%	Fail
ASAP LUXE INC	B02794	151151	5500	145651	3.6%	Fail
BEE-BEE CAR SERVICE INC.	B00856	929024	33988	895036	3.7%	Fail
BEST CHOICE CAR SERVIE CORPORATION	B03368	10174	2073	8101	20.4%	Pass
BLACK LIGHT CHAUFFEUR SERVICES LLC	B03403	58	0	58	0.0%	Fail
CALL THREES LLC	B02491	2389	2389	0	100.0%	Pass
CEO CHAUFFEURED SERVICES CORP	B03340	1038	0	1038	0.0%	Fail
CIBAO 2 INC.	B03239	36357	0	36357	0.0%	Fail
COMPASS RIDES WORLDWIDE	B03233	21	0	21	0.0%	Fail
CORPORATE CAR LTD.	B02664	996	0	996	0.0%	Fail
DD&SON, LLC	B03198	72	0	72	0.0%	Fail
EASTERN CAR SVCE	B00823	2448	0	2448	0.0%	Fail
ERNEST SCHWARZ INC	B00208	501	0	501	0.0%	Fail
EVERY WHERE LIMO SERVICE INC.	B02860	3787	0	3787	0.0%	Fail
EXCELSIOR CAR & LIMO, INC.	B00202	8732	1240	7492	14.2%	Fail
FIVE STAR LUXURY INC.	B02819	2855	79	2776	2.8%	Fail
FRIENDLY BEST-WAY TRANSPORTATION, INC.	B00531	14285	10416	3869	72.9%	Pass
GENESIS LUXURY TRANSPORTATION CORP.	B02998	816	0	816	0.0%	Fail
GEORGE TOWN MANAGEMENT INC	B01081	1914	1914	0	100.0%	Pass
GOOD LUCK CAR SVCE	B01730	48263	2286	45977	4.7%	Fail
GUADALUPANA II CAR & LIMO INC	B02825	29641	0	29641	0.0%	Fail
HOLY TRANSPORTATION CORP.	B03282	4720	145	4575	3.1%	Fail

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
I + I TRANSPORTATION	B02127	404	0	404	0.0%	Fail
INFINITY LIMO	B01928	327	0	327	0.0%	Fail
JARPA TRANSPORTATION CORP.	B03281	4327	4	4323	0.1%	Fail
JEWEL CAR SERVICE	B01128	11834	0	11834	0.0%	Fail
KID CAR NY,LLC	B03269	3874	305	3569	7.9%	Fail
LIMOLINK NY	B03320	14609	0	14609	0.0%	Fail
MIRAGE LIMOUSINE SERVICE INC	B01913	4309	0	4309	0.0%	Fail
MITA LIMOUSINE, INC.	B03286	3239	0	3239	0.0%	Fail
MOBILE #1 CAR SERVICE INC.	B01492	1626	160	1466	9.8%	Fail
MORELOS CAR SERVICE INC.	B03100	2938	0	2938	0.0%	Fail
MOTA LUXURY CORP.	B03303	2841	0	2841	0.0%	Fail
NAVI TRANSPORTATION INC.	B03116	11863	4972	6891	41.9%	Pass
NEW CENTURY CAR SERVICE CORP	B03295	220	41	179	18.6%	Fail
NEW FAMILY RAD DISP INC	B01527	3240	0	3240	0.0%	Fail
NORTHSIDE BK LLC	B02401	16772	0	16772	0.0%	Fail
NYC 2 WAY INTERNATIONAL LTD	B00412	78127	12682	65445	16.2%	Fail
NYC LIMOUSINE VVIP LLC.	B03309	6156	90	6066	1.5%	Fail
NYMEX CAR SERVICE	B01995	3501	35	3466	1.0%	Fail
ODYSSEY GLOBAL TRANSPORTATION & LIMO LLC.	B01183	340	0	340	0.0%	Fail
OPTIMUM CAR & LIMO, INC.	B02110	783	0	783	0.0%	Fail
PARAMOUNT TRANSPORT INC.	B03209	11245	0	11245	0.0%	Fail
PARK LANE US SERVICE CORP	B03393	488	0	488	0.0%	Fail
PETER EXECUTIVE LIMOUSINE, CORP	B02408	137	0	137	0.0%	Fail
PIBE TRANSPORTATION INC.	B03292	1535	1184	351	77.1%	Pass
PLUSH SERVICES CORP	B02418	198	0	198	0.0%	Fail
PORT RICHMOND BLACK CAR INC.	B03324	5282	0	5282	0.0%	Fail
PREMIUM RADIO DISP & MULTI SVC	B01777	8009	154	7855	1.9%	Fail
PRESIDENTIAL LUXURY LIMO INC.	B02699	2191	0	2191	0.0%	Fail
PUEBLA LUXURY CORP	B02905	44631	127	44504	0.3%	Fail
QUALITY CAR SVCE	B00975	8138	445	7693	5.5%	Fail
READY GO USA INC	B03390	2423	101	2322	4.2%	Fail
RED OAK TRANSPORTATION	B02008	1	0	1	0.0%	Fail
RESQ RIDE CORP.	B03326	11599	2461	9138	21.2%	Pass
RIDE SOLUTION WORLDWIDE INC	B03037	82	0	82	0.0%	Fail
ROYALTY FAMILY CORP	B03262	6555	2177	4378	33.2%	Pass

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
SCORPIO FIVE STAR CAR & LIMO SERVICE INC	B02944	5117	542	4575	10.6%	Fail
SEASIDE CAR SERVICE	B01482	42254	0	42254	0.0%	Fail
SEMPERIDE LLC	B02787	78	44	34	56.4%	Pass
SHALOM EXPRESS CORP	B03387	187	0	187	0.0%	Fail
SHOW LIMO CORP.	B03367	3890	515	3375	13.2%	Fail
SKYWAY CAR SERVICE	B01593	1673	0	1673	0.0%	Fail
STANDARDLUX INC.	B03341	4229	1182	3047	27.9%	Pass
STS LUXURY, INC	B03047	19261	2129	17132	11.1%	Fail
SUN LIGHT CAR AND LIMO	B03194	5621	17	5604	0.3%	Fail
SURF CAR SYSTEMS INC	B00429	31958	3068	28890	9.6%	Fail
THE DRIVERS COOPERATIVE INC.	B03381	30170	731	29439	2.4%	Fail
TRACY LUXURY CORP.	B03291	206	77	129	37.4%	Pass
TWR CAR & LIMO, INC.	B02133	309247	86256	222991	27.9%	Pass
ULTRA RADIO DISP INC	B01145	190446	1346	189100	0.7%	Fail
UNITED CAR & LIMO SERVICE	B01629	2166	2166	0	100.0%	Pass
UNITED LIMO C/M SVC CORP	B01009	5078	1598	3480	31.5%	Pass
VELOTAX CAR SERVICE	B01470	7725	400	7325	5.2%	Fail
VELOTAX CAR SERVICE	B03236	34600	2545	32055	7.4%	Fail
W.K. CAR & LIMO SERVICE INC	B01721	9897	0	9897	0.0%	Fail
WATSON CAR SERVICE INC.	B00310	195450	2383	193067	1.2%	Fail
YERZ CAR INC.	B03145	10259	3918	6341	38.2%	Pass
YOURS CAR SERVICE INC	B01601	15437	4088	11349	26.5%	Pass
ZION CAR SERVICE INC.	B01029	9261	0	9261	0.0%	Fail
GREENLIGHT TRANSPORTATION SERVICE LLC	B03211	94	0	94	0.0%	Fail
MZ RIDE LLC	B03417	131	0	131	0.0%	Fail
BUSHWICK CAR SERVICE BLACK INC.	B03482	2698	0	2698	0.0%	Fail
CLAY TRANSPORTATION INC.	B03123	11	0	11	0.0%	Fail
VETS CAR SERVICE INC	B03423	470	470	0	100.0%	Pass
MARINA CAR SERVICE INC	B03492	32321	2142	30179	6.6%	Fail
NY CLASSIC CAR & LIMO INC	B03478	12113	23	12090	0.2%	Fail
COAST TO COAST TRANSFERS LLC	B03409	3529	0	3529	0.0%	Fail
IMMACULATE LIMO INC	B03551	910	0	910	0.0%	Fail
EXPRESS RIDES NYC LLC	B03411	154	68	86	44.2%	Pass
PG RIDES INC.	B03487	24	0	24	0.0%	Fail
AVENTUS RIDE, INC	B03523	4313	876	3437	20.3%	Pass

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
WOW TRANSPORT INC	B03493	418	0	418	0.0%	Fail
APOYO TRANSPORTATION LLC	B03463	486	0	486	0.0%	Fail
G-4 CAR SERVICE INC	B03430	290	0	290	0.0%	Fail
HELP TRANSPORTATION GROUP LLC	B03447	3075	137	2938	4.5%	Fail
IMPERIAL TP CAR SERVICE INC	B03462	14548	0	14548	0.0%	Fail
THE BEST WE CAN TRANSPORTATION, INC.	B03230	97	0	97	0.0%	Fail
SEAMAN EXPRESS CORP.	B02892	195	0	195	0.0%	Fail
440 CAR SERVICE BLACK INC	B03512	13568	0	13568	0.0%	Fail
JUMPRYDZ LLC	B03377	88	0	88	0.0%	Fail
VOYAGER'S TRANSPORTATION INC	B03475	20110	0	20110	0.0%	Fail
RIDE CURRENT LLC	B03372	792	157	635	19.8%	Fail
CITY WAV CORP.	B03252	112331	43545	68786	38.8%	Pass
CHARLOTTE LUXURY INC.	B03531	1	0	1	0.0%	Fail
MALI LIMO SERVICE INC	B03446	3329	175	3154	5.3%	Fail
WINDSOR LIMO, INC	B03565	990	0	990	0.0%	Fail
ANDREW TRANSPORTATION CORP	B03370	1297	364	933	28.1%	Pass
ZOOM TRANSIT INC	B03407	106	3	103	2.8%	Fail
CONCINNITY TRANSPORTATION GROUP INC	B03426	363	128	235	35.3%	Pass
GEORGIAN JUNIORS CORP.	B03558	3383	1709	1674	50.5%	Pass
786 LIMO SERVICES WORLDWIDE INC	B03522	312	0	312	0.0%	Fail