



September 2019

FHV Compliance with Wheelchair Accessibility Requirements

Contents

Summary 2

Introduction 2

FHV Wheelchair Accessibility Requirements 4

Compliance Overview 5

Concerns – Dispatch Exception 6

Concerns – Trip Mandate 8

Recommendations Overview 9

Uber Compliance Details 10

Via Compliance Details 11

Lyft Compliance Details 12

Exit Luxury Compliance Details 14

Trip Mandate Compliance Details 16

Conclusion and Next Steps 17

Appendix A. Trip Mandate Base Compliance 18

Summary

In January 2019, the Taxi & Limousine Commission (TLC) implemented new rules on wheelchair accessibility in the for-hire vehicle (FHV) industry, which includes companies ranging from small community-based car services to the app-based dispatching providers Uber, Lyft, Via, and Juno. This report reviews compliance with the new requirements during the first six months of the program, as well as ongoing efforts by TLC to ensure compliance with the rules. TLC analysis shows that the rules have succeeded in increasing the number of wheelchair accessible vehicles (WAVs) on the road, and expanding for-hire service options for passengers who use wheelchairs. Although this outcome is a tangible gain for hundreds of thousands of passengers who use wheelchairs across the City, it also highlights the long history of inadequate wheelchair accessible service available to passengers in FHV's before TLC's rules went into effect. In its ongoing efforts to monitor and evaluate compliance with FHV wheelchair accessibility rules, moving forward TLC will focus additional resources to ensure that all New Yorkers and visitors are aware that: (1) wheelchair accessible service must be available from all FHV bases, and (2) passengers have a right to request a WAV trip in the same manner as they can request a non-WAV trip. To achieve equivalent service in FHV's, TLC will continue monitoring WAV dispatch and base compliance, enforce compliance as necessary, and partner with industry stakeholders and passenger advocates on ways to expand and improve WAV options.

Introduction

All FHV bases are required by TLC rules to provide access to wheelchair accessible service. The requirement applies to smaller community car services, larger livery and black car bases, and the high-volume services: Uber, Lyft, Via, and Juno. In the past, these companies have rarely provided wheelchair accessible service. Even as high-volume app-based services expanded to account for the majority of daily trips in recent years, these companies did not make significant efforts to offer wheelchair accessible service. Instead, the large app-based companies adopted the same practice used in most cities in the United States and around the world: only transporting passengers who can get into and out of foldable wheelchairs. This practice clearly excluded service to passengers who use non-foldable wheelchairs and those who cannot transfer from their wheelchair to a vehicle seat.

In the meantime, and as a result of state and local law and TLC rulemaking, thousands of wheelchair accessible yellow and green taxis were added to the taxi fleet. To address the inadequate level of wheelchair accessible service in the FHV sector, TLC embarked on an effort in 2017 to hold FHV companies accountable for the requirement that they provide equivalent service to all New Yorkers and visitors with disabilities. After months of public engagement with members of the disability community and industry stakeholders, TLC passed rules establishing a trip mandate requiring that a certain percentage of trips be made in wheelchair accessible vehicles, but the implementation of this rule was delayed by a lawsuit filed by several FHV companies. Once the legal challenge was resolved, TLC's ground-breaking new rules on FHV wheelchair accessibility went into effect in January 2019. As a result of these rules, FHV bases must either dispatch a percentage of their total trips to WAVs or meet fixed response times when WAV trips are requested through a TLC-approved dispatcher.

As of the end of June 2019, there were 579 FHV WAVs on the road, which is over 10 times greater than the number of WAVs available the previous year (see chart 1). These vehicles now complete thousands of trips across all parts of the City each day. In June 2019, FHV WAVs completed 139,083 trips compared to only 6,803 trips in June 2018 (see chart 2). Demand for FHV WAV service has been strong. In a short amount of time requests for FHV WAVs provided through one of the approved WAV dispatchers have matched the number of trips completed each day by the TLC's [Accessible Dispatch](#) program, which

allows passengers who use wheelchairs to request service in yellow and green wheelchair accessible taxis. Together these services enable passengers who use wheelchairs to get around New York in the same way that people who do not use wheelchairs have traveled for years.

Chart 1. FHV WAVs on the Road¹

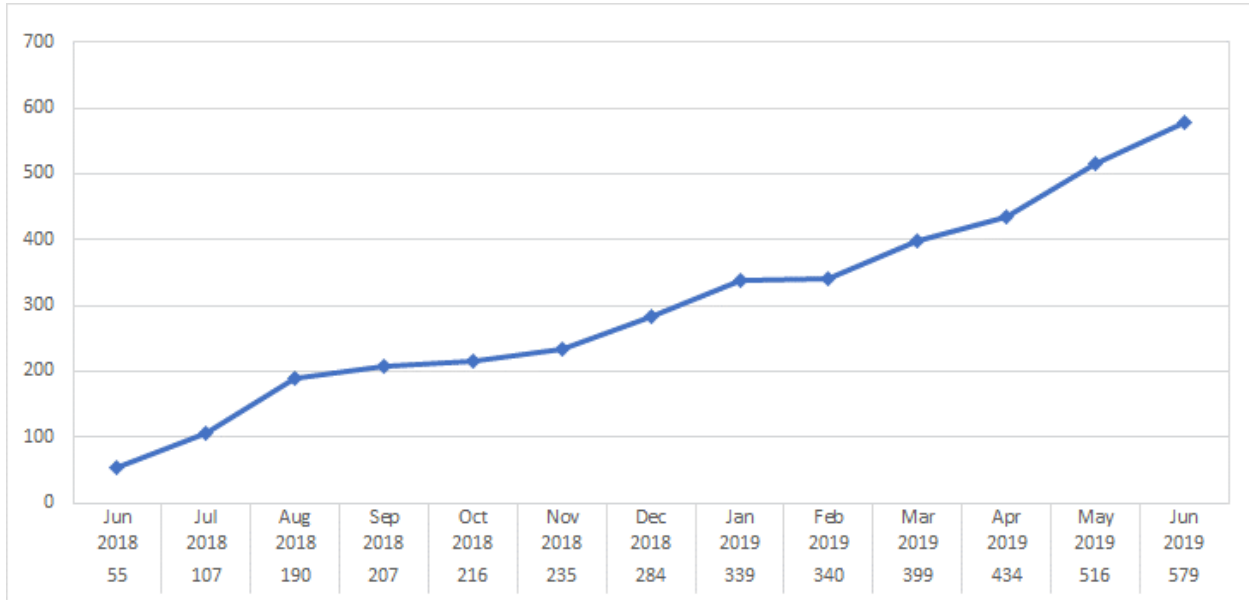
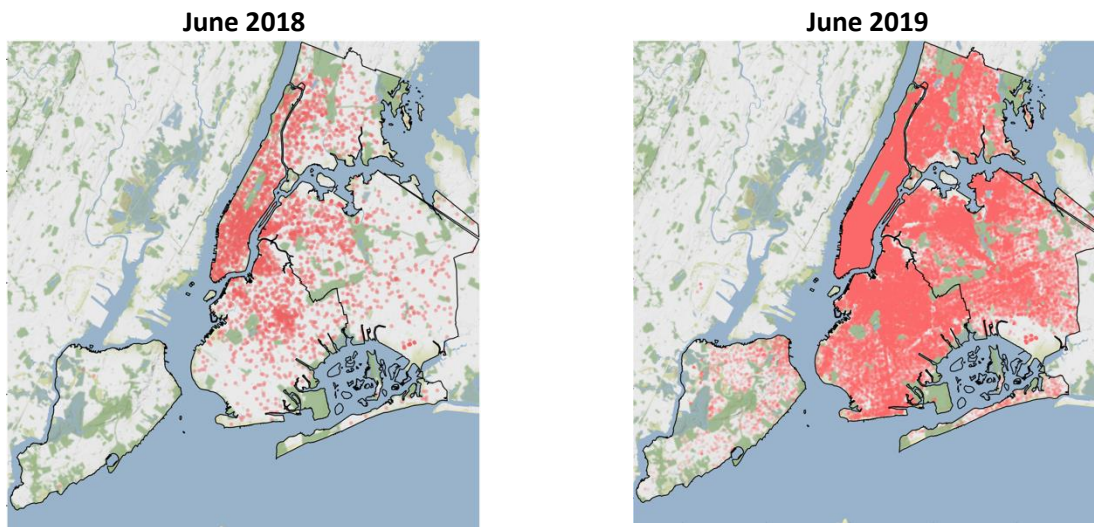


Chart 2. FHV WAV Pickups



¹ “On the road” is defined as a licensed WAV that did any trips in a month. WAVs are exempt from the cap placed on the issuance of FHV licenses in August 2018. Since then, over 850 new FHV WAVs have been licensed, bringing the total number of licensed FHV WAVs to 991 in September 2019. TLC is gathering trip data to determine how many of the licensed WAVs have been put into active service since June.

While FHV companies have undoubtedly made strides to increase wheelchair accessible service, there is still more work to be done. This report reviews FHV compliance with TLC rules on wheelchair accessibility, discusses concerns with current service, and makes several recommendations to ensure FHV continue moving towards equivalent service for all.

FHV Wheelchair Accessibility Requirements

On October 3, 2018 the TLC adopted new rules to increase the number of FHV WAVs in circulation. FHV bases now have two ways of complying with the new rules. One option is to dispatch an increasing share of trips to WAVs (the “trip mandate”) until 25 percent of all trips are fulfilled by a WAV. By requiring that WAVs be put into regular circulation serving all passengers including those who use wheelchairs, WAVs will become integrated into the fabric of the FHV fleet and thus will be available when specifically requested by a passenger who needs them. Bases in the trip mandate have the following requirements:

Table 1. Trip Mandate Requirements

Required Percentage of Trips in WAVs	Reporting Period
5%	January 2019 – June 2019 ²
10%	July 2019 – June 2020
15%	July 2020 – June 2021
20%	July 2021 – June 2022
25%	July 2022 – June 2023

The second option allows FHV bases to work with an approved dispatcher who fulfills requests for wheelchair accessible service (the “dispatch exception”). Passengers must be able to request WAV service in the same way they would request non-WAV service, and the FHV base is responsible for working with the dispatcher to provide a WAV. Bases that chose to participate in the dispatch exception agreed to guarantee minimum response times at the following service levels:

Table 2. Dispatch Exception Requirements

Deadline	Service Levels: Share of Trips under Wait Time Threshold		
	<10 minute wait	<15 minute wait	<30 minute wait
June 2019	NA	60%	90%
June 2020	NA	80%	90%
June 2021	80%	90%	NA

² FHV Accessibility rules were enjoined and TLC was unable to begin implementation until January 2019. As a result, the reporting period includes WAV trips from January to June 2019, instead of from July 2018 to June 2019.

The TLC started accepting applications to be a WAV dispatcher in November 2018 and selected four WAV dispatchers by mid-December. After TLC approved the WAV dispatchers, FHV bases that wished to join the dispatch exception could affiliate with a dispatcher as a participating base. These bases are required to offer and accept requests for WAV service in the same manner that they offer and accept requests for non-WAV service. In mid to late January 2019, dispatch service launched with a total of 603 participating bases. Since the majority of FHV bases including the large app companies applied for the dispatch exception, those bases account for 99 percent of all FHV trips, while bases that must follow the trip mandate account for one percent of FHV trips (see table 3).³

Table 3. FHV Accessibility Compliance Options

FHV Accessibility Rule	Total Bases	Share of Total FHV Trips
Trip Mandate	156	1%
Dispatch Exception	603	99%
Total	759	

Table 4. Dispatch Exception Participants

WAV Dispatcher	Participating Bases
Uber	278
Via	52
Lyft	34
Exit Luxury	239
Total	603

Compliance Overview

TLC rules 59B-17(c)(3) and 59B-17(f)(11) call for an evaluation by the Commission every year beginning July 1, 2019. For this first compliance report, which represents an abbreviated six months due to the delay caused by litigation, TLC evaluated each base’s compliance with the trip mandate between January and June 2019, and each WAV dispatcher’s performance for the month of June 2019.

Dispatch Exception

The performance of WAV dispatchers improved since the service was launched. Two of the dispatchers, Uber and Via, accounted for the vast majority of trips in June, and successfully met both wait time requirements. The share of WAV dispatch trips completed by Uber and Via (84 percent and 10 percent, respectively) is greater than their share of all high-volume FHV trips (69 percent and four percent, respectively). Lyft also met the wait time requirements, but only accounted for six percent of the total dispatched WAV trips, despite making up 24 percent of all high-volume FHV trips in New York City. Exit Luxury reported the fewest trips among all dispatchers, and missed both wait time requirements as a result of its failure to submit data on all trips.

³ The bases following the trip mandate listed in table 3 have reported trips to TLC. Bases that reported no trips are not included.

Table 5. Summary of Dispatch Exception Compliance (June 2019)

WAV Dispatcher	Total Requests	Total Completed	Wait Time: Under 15 Minutes	Wait Time: 15 - 30 Minutes	Percent Under 15 Minutes	Percent Under 30 Minutes
Uber	7,741	7,356	5,766	1,443	74%	93%
Via	888	881	617	238	69%	96%
Lyft	510	500	382	102	75%	95%
Exit	4	2	2	0	50%	50%
Total	9,143	8,739	6,767	1,783	74%	94%
			Minimum Requirement		60%	90%

Trip Mandate

Bases that did not sign up for the dispatch exception are subject to the requirements in the trip mandate. Together these bases account for one percent of total FHV trips in New York City (see table 3). Of the bases that reported trips to TLC, 34 successfully met the service requirements set forth in 59B-17(c)(1).

Table 6. Summary of Trip Mandate Compliance

Trips in WAVs	Bases	Percent of Total
5% and Above	34	22%
Under 5%	122	78%
Total	156	

Concerns – Dispatch Exception

In the course of preparing this report the TLC met in-person with all four WAV dispatchers. During these meetings the TLC reviewed each dispatcher’s trip trends, operational structure, and marketing efforts. These meetings, along with the TLC monitoring of industry trip trends, allowed the TLC to identify four areas of concern. The TLC will monitor these four areas and may include new compliance metrics to measure shortcomings in future reports. Failure to adequately respond to TLC’s concerns could lead to the removal of a dispatcher and/or a participating base from the dispatch exception.

Marketing Accessible Service

All WAV dispatchers shared their marketing plans for WAV service with the TLC. Without effective marketing, potential users will not know that this new service is available. The marketing plans and the dispatcher presentations of their outreach efforts differed significantly, but all were narrowly focused and fell short from TLC’s perspective of demonstrating a meaningful commitment to notify the general public of this new citywide service. It is essential for the dispatchers to reach out in targeted ways to people with disabilities, to which all dispatchers committed in varying degrees. It is also important, however, for friends, family, and colleagues to know about the availability of this service for the people in their lives who may benefit from it. In addition, people need to be aware of this service in the event of

a temporary disability. We also encourage WAV dispatchers to think beyond New York City residents and consider how to get the message out to visitors to the City, approximately 7.3 million of whom each year are estimated to be people with disabilities.⁴ Raising public awareness of the WAV dispatch service is a joint responsibility. While TLC encourages the dispatchers to think more broadly in their marketing approach to ensure that word spreads to everyone that may need this service, TLC has also included FHV WAV service in its outreach efforts to passengers. TLC created print and electronic outreach cards on FHV WAV service, and mailed them to elected officials, NYCHA developments, recreation centers, and libraries. TLC undertook targeted outreach to nonprofit organizations and advocates from the disability community, and a TLC street team has distributed materials to thousands of people at public events across the City. Later this year TLC's Office of Inclusion will launch a large public awareness campaign, which will include information on accessibility.

WAV Service in Mobile Apps

FHV bases with a mobile app need to make the WAV feature easy to access through the main screen in a manner similar to requesting non-WAV service options like luxury service, shared rides or car seats. Some apps require that customers navigate to the settings menu first to identify themselves as WAV customers. This process creates a barrier to requesting WAV service that is not an equivalent experience to requesting non-WAV service and could account for the lower volume of WAV dispatch trips completed by those dispatchers. Other dispatchers still support older versions of their apps that do not offer WAV service at all. TLC has alerted WAV dispatchers and participating bases of our concern that mobile apps clearly offer WAV service in the same manner as non-WAV options, and will initiate further enforcement actions as necessary.

Equivalent Access to Service through Participating Bases

Bases that are registered with dispatchers have an obligation to provide equivalent access to WAV service, even if the request is being fulfilled by the dispatcher. This means that a WAV option must be made available through all communication channels used by a base to accept trips, including phone, online, and app-based requests. In several cases, we saw bases which use apps to dispatch passengers inform those requesting a WAV that they must email the WAV dispatcher to book a vehicle. TLC has initiated enforcement actions against participating bases that have not made the availability of WAV service clear to their customers and potential customers to ensure WAV service is clearly offered in the same manner as non-WAV service.

Driver Training

Ensuring that drivers are trained to provide high-quality, safe WAV service is important to the riding public. In meetings with the WAV dispatchers, TLC learned that most FHV WAVs are operated by drivers who provide WAV service exclusively. Drivers who are familiar with operating WAV equipment and serving passengers who use wheelchairs should help ensure a high level of service. Furthermore, all TLC-licensed drivers must complete training on how to assist a passenger using a wheelchair to receive a TLC Driver License. The TLC will monitor and evaluate each dispatcher's driver training requirements and monitor feedback from the public to ensure they adequately meet the needs of the riding public.

⁴ Calise, Victor, Bill de Blasio, and J. Philip Thompson. "AccessibleNYC: Annual Report on the State of People Living with Disabilities in New York City." 2019 Edition, p. 12.

Concerns – Trip Mandate

Although the bases in the trip mandate account for a small share of total FHV trips in New York City, they all must fulfill the wheelchair accessibility requirement. TLC provided multiple opportunities for bases to learn about the rule since embarking on its effort to implement a trip mandate in 2017. A public hearing on the proposed rule was held in September 2017 and the proposed rule was explained in detail prior to the hearing. The Commission passed the new rule in December 2017 and adopted changes to the rule after successfully resolving a lawsuit filed by members of the industry. Throughout the fall of 2018 and heading into 2019, TLC conducted outreach to bases covered by the trip mandate informing them of the service requirements and updated deadlines. Despite these efforts, it is a serious concern that many bases are not in compliance with the trip mandate. TLC will continue outreach efforts to inform bases of their obligations under the rules, and to ensure passengers are aware of their rights to equivalent service in an FHV WAV. TLC will also pursue appropriate enforcement action against bases that failed to comply with these rules, and work with them to identify ways to come into compliance.

Recommendations Overview

1. Dispatchers should broaden current marketing efforts to notify the public of this new citywide wheelchair accessible service. Marketing efforts should include:
 - a. Outreach to the dispatchers' existing customers to notify them of the availability of wheelchair accessible service.
 - b. Expanded partnership with organizations serving people with disabilities, as well as attendance and sponsorship at disability-focused events.
 - c. Outreach and marketing at locations where passengers may need wheelchair accessible service, such as hospitals, health institutions, senior centers, and nursing homes.
 - d. Outreach and marketing to tourists with disabilities at airports, hotels, and tourist destinations.
 - e. Targeted social media and online advertising.
 - f. Advertising in periodicals with a focus on people with disabilities.

2. Dispatchers and participating bases must ensure that their WAV options can be identified and requested in the same manner as their non-WAV options.
 - a. Any base with an app must allow passengers to request a WAV vehicle in an equivalent manner as a non-WAV. Passengers should not have to navigate to settings or an account page in order to access WAV service.
 - b. The websites used by dispatchers and participating bases should also clearly indicate the availability of wheelchair accessible vehicles wherever they are listing out types of service available.
 - c. Continued failure to provide an equivalent means of requesting a WAV trip will result in enforcement actions, including possible removal from the dispatch exception and a return to the trip mandate requirements set forth in 59B-17(c)(1).

3. Bases in the trip mandate that failed to dispatch enough trips to WAVs need corrective action plans to outline steps they will take to come into compliance in the next reporting period. Failure to demonstrate progress towards meeting the service requirements will result in additional enforcement action.

Uber Compliance Details

Total Affiliated Bases:	278
Total WAV Trips (Feb-June 2019)	31,085
Total WAV Trips (June 2019):	7,356
Percent under 15 Minutes (June 2019):	74%
Percent under 30 Minutes (June 2019):	93%

Performance

- Uber completed the highest number of WAV trips in June, accounting for 84 percent of the total WAV trips completed by Accessible Vehicle dispatchers.
- Uber serviced 74 percent of trips in under 15 minutes, which satisfied the first response time requirement.
- Uber serviced 93 percent of trips in under 30 minutes, which satisfied the second response time requirement.

Concerns

- TLC and Uber representatives met on April 30, 2019, to discuss marketing and outreach efforts, and service issues. Uber presented on its marketing efforts which were narrowly focused on engaging people with disabilities. Outreach to the broader public about the availability of this service has been limited, and even in its outreach targeted to people with disabilities, Uber should provide more complete information on a more frequent basis to let passengers know of the WAV option.

Recommendations

- Expand marketing efforts to notify the existing Uber user base and the general public of the availability of this service while continuing to engage with the community of people with disabilities in targeted marketing efforts.
- Engage with participating bases more to make sure service is clearly advertised and that participating bases know how to submit trips to the dispatcher.
- Uber accepted a TLC recommendation to update its webpage to include WAV service as an option for passengers in New York City.

Corrective Action Required

- None

Via Compliance Details

Total Affiliated Bases:	52
Total WAV Trips (Feb-June 2019)	1,955
Total WAV Trips (June 2019):	881
Percent under 15 Minutes (June 2019):	69%
Percent under 30 Minutes (June 2019):	96%

Performance

- Via completed the second highest number of WAV trips in June, and accounted for 10 percent of the total WAV trips completed by Accessible Vehicle dispatchers.
- Via serviced 69 percent of trips in under 15 minutes, which satisfied the first response time requirement.
- Via serviced 96 percent of trips in under 30 minutes, which satisfied the second response time requirement.

Concerns

- TLC and Via representatives met on April 29, 2019, to discuss marketing and outreach efforts, and service issues. Via presented on its marketing efforts which were narrowly focused on engaging people with disabilities, while outreach to the broader public about the availability of this service has been limited.
- One significant concern is the Via app does not present a WAV option on its main screen. Users have to navigate to a settings screen to locate and activate the WAV option. The decision to design the app this way creates a barrier to knowing that a WAV option exists, and could have the effect of suppressing trip demand.
- Additionally, older versions of the app allow users to request non-WAV trips, but there is no way to request a WAV trip.

Recommendations

- Via accepted a TLC recommendation to add the WAV option to the main app screen for ease of access by people who need it, and to help more people become aware of this service option. The app should be revised by mid October 2019.
- Via accepted a TLC recommendation to expand marketing efforts to notify the existing Via user base and the general public of the availability of WAV service.
- Via accepted a TLC recommendation to engage with participating bases more to make sure WAV service is clearly advertised and that participating bases know how to submit trips to the dispatcher.
- Add a WAV option to all versions of the app, or decommission versions of the app that do not include a WAV option.

Corrective Action Required

- TLC is evaluating corrective actions Via proposed to address the lack of a WAV service option in old versions of its app.

Lyft Compliance Details

Total Affiliated Bases:	34
Total WAV Trips (Feb-June 2019)	1,203
Total WAV Trips (June 2019):	500
Percent under 15 Minutes (June 2019):	75%
Percent under 30 Minutes (June 2019):	95%

Performance

- Lyft had a low number of WAV trips in June, accounting for only six percent of the total WAV trips completed by Accessible Vehicle dispatchers. Overall, Lyft is the second largest high-volume app service in New York City accounting for 24 percent of all high-volume trips.
- Lyft serviced 75 percent of trips in under 15 minutes, which satisfied the first response time requirement.
- Lyft serviced 95 percent of trips in under 30 minutes, which satisfied the second response time requirement.

Concerns

- As the second largest high-volume for-hire service companies operating in New York City, Lyft's low trip volume is a concern. The low trip volume may be the result of the WAV option's low visibility to Lyft customers on the app.
- TLC and Lyft representatives met on May 21, 2019, to discuss marketing and outreach efforts, and service issues. Lyft presented on its marketing efforts which were narrowly focused on engaging people with disabilities, while outreach to the broader public about the availability of this service has been limited. Lyft stated that a low number of trips made it challenging to meet response time requirements, but instead of focusing on increasing trips by marketing the service to more customers, Lyft raised more concern about limiting trips that it claimed might be fraudulent (a concern not expressed by the other participating dispatchers).
- One significant concern is the Lyft app does not present a WAV option in the same manner as non-WAV options. Users have to navigate to a settings screen to locate and activate the WAV option. The decision to design the app this way creates a barrier to knowing that a WAV option exists and could have the effect of suppressing trip demand.

Recommendations

- Add the WAV option to the main app screen for ease of access by people who need it. At the May 21st meeting, Lyft representatives explained that requesting WAV service was similar to requesting specialized equipment, such as a child seat. Upon closer review, however, the child seat option is clearly an option on the main screen, and a user does not need to change their settings in order to request the service.
- Expand marketing efforts to notify the existing Lyft user base and the general public of the availability of this service while continuing to engage with the community of people with disabilities in targeted marketing efforts.
- Engage with participating bases more to make sure service is clearly advertised and that participating bases know how to submit trips to the dispatcher.

- Lyft accepted a TLC recommendation to update its webpage to include information about WAV service on the “New York City” page so that it is clear to all potential riders that this is an available service.

Corrective Action Required

- Lyft must ensure that it can accept trips from passengers requesting WAVs in the same manner as they accept trips from passengers requesting non-wheelchair accessible vehicles. Passengers cannot book a service that they are unable to identify. To remain an Accessible Vehicle dispatcher, Lyft must revise its app to improve access and visibility for its WAV service. The service should not be hidden in a Settings or Account page, but instead offered more prominently for ease of use.
- Update the “Wheelchair Policy” to indicate that in New York City, all passengers who use wheelchairs must be accommodated.

Exit Luxury Compliance Details

Total Affiliated Bases:	239
Total WAV Trips (Feb-June 2019)	38
Total WAV Trips (June 2019):	2
Percent under 15 Minutes (June 2019):	50%
Percent under 30 Minutes (June 2019):	50%

Performance

- Exit Luxury has the lowest number of WAV trips in June with only two trips completed.
- Exit Luxury failed to meet both response time requirements.

Concerns

- Exit Luxury trip volumes do not align with TLC’s understanding of demand for WAV service, particularly given that Juno, a high-volume service, is among the participating bases working through Exit Luxury. The three other dispatchers are reporting significantly higher trip volumes, despite the fact that two of the three have fewer participating bases. TLC is concerned that low trip volumes indicate that the WAV service being provided is not equivalent to non-WAV service.
- Juno, the largest scale service affiliated with Exit Luxury, does not offer a WAV option through its app. Instead, it posts an email address and a phone number for people to call for advance reservation rides. This does not constitute equivalent service, and TLC is addressing the matter directly with Juno.
- TLC and a representative from Exit Luxury met on July 2, 2019, to discuss marketing and outreach efforts, and service issues. Exit Luxury said its marketing efforts had not yet begun, and planned marketing is highly limited. Exit Luxury stated that none of the trips they provided have been on-demand, and all have been advance reservations. Since some of the bases affiliated with Exit Luxury provide on-demand service (for example, Juno), TLC expects that Exit Luxury will receive and process on-demand requests and not require advance reservation.
- The current technology in use to manage trips is not scalable if trip demand increases.

Recommendations

- Implement and expand marketing efforts to notify the general public and the community of people with disabilities of the availability of this service. Partner with participating bases to ensure they are notifying their customer base of the availability of WAV service.
- Continue the work that has already begun to develop a scalable and sustainable long-term technology solution for receiving and dispatching WAV trips.

Corrective Action Required

- TLC expects to see a significantly higher volume of WAV trips through Exit Luxury and to see on-demand trips, not just advance reservation trips. TLC will monitor monthly performance through the end of October 2019. If Exit Luxury does not comply with response time requirements, and does not increase trip volumes to at least 50 per month, including on-demand trips, TLC may remove its authorization to operate as a WAV dispatcher.

- TLC has taken action to require Juno to make a WAV option available on their app, which should significantly increase the number of WAV trips received by Exit Luxury. Additional enforcement action will be taken with other participating bases to ensure they clearly offer WAV service in the same manner in which they offer non-WAV service.

Trip Mandate Compliance Details

Total Bases:	156
Total WAV Trips (Feb-June 2019):	23,533
Compliant Bases ⁵	34

Performance

- A low percentage of bases met the five percent requirement.

Concerns

- Although most of the bases in the trip mandate are small businesses that account for a small share of all FHV trips in New York City, they all must fulfill the wheelchair accessibility requirement.

Corrective Action

- TLC is pursuing enforcement action against bases that failed to meet the five percent trip mandate, and will continue outreach efforts to ensure bases meet their obligations under the rules.

⁵ See Appendix A for a detailed listing of base compliance data

Conclusion and Next Steps

The new rules on FHV wheelchair accessibility have succeeded in increasing the number of trips provided to passengers who use wheelchairs, and significantly expanded the number of FHV WAVs on the road within the first six months of the program. Although more work must be done to improve compliance, TLC believes the current regulatory framework is solid, and does not recommend any policy changes at this time. Over the coming months, TLC will focus its efforts on improving wheelchair accessibility in the FHV sector in the following ways:

Enforcement: TLC is pursuing enforcement action as appropriate against bases that do not fulfill the requirements of 59B-17(c) and 59B-17(f).

Compliance Monitoring: TLC will continue monitoring monthly performance of WAV dispatchers, and WAV trip counts for bases in the trip mandate. Additional reports may be posted on the website as necessary to inform the public on what efforts FHV bases are making to meet service requirements and to inform passengers that WAV service is available.

Public Outreach: TLC has launched its own social media campaign around FHV WAV service, and the TLC's Office of Inclusion will continue a public awareness campaign to inform all passengers of their rights.

Stakeholder Engagement: TLC will continue working with advocates, industry representatives, and other partners, such as the Mayor's Office of People with Disabilities (MOPD), to pursue the goal of achieving equivalent service for all passengers with disabilities.

Appendix A. Trip Mandate Base Compliance

Appendix A: Trip Mandate Base Compliance

Base Name	Base Number	Total Trips	Total WAV Trips	Total Non-WAV Trips	Pct WAV	Pass/Fail
5J TRANSPORTATION INC.	B03020	5,629	597	5,032	10.6%	Pass
7 OCEAN EXPRESS INC.	B00559	1,122	99	1,023	8.8%	Pass
ADVANTAGE LIMO OF NY INC	B02980	496	168	328	33.9%	Pass
ALFRED EXECUTIVE TRANSPORTATION	B02774	356	147	209	41.3%	Pass
ALLSTATE PRIVATE CAR & LIMO,INC	B01899	21,536	2,709	18,827	12.6%	Pass
AMBULAR LLC	B03014	7,572	2,773	4,799	36.6%	Pass
BLACK CAR EXPRESS.COM CORP	B03022	1,203	403	800	33.5%	Pass
BLUE LANE CAR SERVICE INC	B00991	660	69	591	10.5%	Pass
CAR ON TIME	B02219	183	50	133	27.3%	Pass
COZY TRANSIT	B02532	5,939	1,185	4,754	20.0%	Pass
DLS TRANSPORTATION CORP.	B02846	16,312	1,285	15,027	7.9%	Pass
EVERY WHERE LIMO SERVICE INC.	B02860	698	51	647	7.3%	Pass
EVERYWHERE CAR SERVICE	B01600	803	69	734	8.6%	Pass
FINESSE GROUP LIMOUSINE,INC.	B02254	2,322	244	2,078	10.5%	Pass
FRIENDLY BEST-WAY TRANSPORTATION, INC.	B00531	5,497	2,156	3,341	39.2%	Pass
G.T.N.Y. CAR SERVICE, INC.	B01678	1,020	126	894	12.4%	Pass
GEORGE TOWN MANAGEMENT INC	B01081	3,217	343	2,874	10.7%	Pass
HOWARD CAR SERVICE,INC.	B00210	814	59	755	7.2%	Pass
IOT SERVICES, LLC	B03137	6	6	0	100.0%	Pass
JUST A MOMENT CAR SERVICE INC	B03144	1,456	122	1,334	8.4%	Pass
KINGSBAY CAR SERVICE INC	B00151	89	8	81	9.0%	Pass
KINGSDALE DISPATCH INC	B02037	5,867	593	5,274	10.1%	Pass
MIKE'S VIP TRANSPORTATION INC.	B03113	5,531	513	5,018	9.3%	Pass
NEW PRONTO TRANSP INC	B01436	1,550	138	1,412	8.9%	Pass
NYC FLY WHEELS INC.	B02832	1,246	408	838	32.7%	Pass
PARSONS CAR SERVICE	B01510	4,874	1,086	3,788	22.3%	Pass
PROMINENT CAR & LIMO	B02055	2,560	839	1,721	32.8%	Pass
RELY-ON-US CAR SERVICE INC	B03117	458	176	282	38.4%	Pass
SEMPERIDE LLC	B02787	42	18	24	42.9%	Pass
TURING ENTERPRISES INC.	B03166	913	148	765	16.2%	Pass
UNITED CAR & LIMO SERVICE	B01629	3,231	722	2,509	22.3%	Pass
UNITED EXP C/L SVCE	B01109	17,964	1,772	16,192	9.9%	Pass
VELOTAX CAR SERVICE	B01470	3,882	313	3,569	8.1%	Pass
ZION CAR SERVICE INC.	B01029	175	44	131	25.1%	Pass
185 MALTA CAR SERVICE LLC	B02557	68	0	68	0.0%	Fail
28 EXPRESS INC.	B03135	1,181	0	1,181	0.0%	Fail
A & J CAR SERVICE CORP	B03187	437	0	437	0.0%	Fail
A & R GOLDEN EXP INC	B01091	13,188	0	13,188	0.0%	Fail
ABA LUXURY CAR INC.	B02155	641	0	641	0.0%	Fail
ABT LIMOUSINE SERVICE INC	B01693	121	0	121	0.0%	Fail
ACAPOLCO EXPRESS	B02330	7,875	0	7,875	0.0%	Fail
ACTIVE EXPRESS CAR & LIMO 2	B02756	2,433	36	2,397	1.5%	Fail
ADON	B02962	3,301	0	3,301	0.0%	Fail
ADVANCED LUXURY LIMO SVC. INC.	B02833	2,729	0	2,729	0.0%	Fail
ALLIANCE LIMOUSINE INC	B03031	393	0	393	0.0%	Fail
AMBAR TRANSPORTATION INC.	B03080	12,248	0	12,248	0.0%	Fail
APOLLO RADIO DISPATCH INC.	B02107	47,467	0	47,467	0.0%	Fail
APPLE RADIO CARS INC	B00318	11,845	0	11,845	0.0%	Fail
APPROACH QUALITY TRANSPORTATION, LLC	B02951	1,264	25	1,239	2.0%	Fail
ARROW TRANSPORTATION	B01309	389	0	389	0.0%	Fail
ASSURE CAR SERVICES INC	B03121	51	0	51	0.0%	Fail
AZTECA EXPRESS	B00131	7,585	0	7,585	0.0%	Fail
BELTWAY CAR SERVICE	B03110	2,715	0	2,715	0.0%	Fail
BERMUDA LIMOUSINE SERVICE INC.	B00039	4,816	0	4,816	0.0%	Fail
BOOK SPRINTERS, INC.	B02263	18	0	18	0.0%	Fail
C & A BLACK CAR CORP.	B02917	1,621	0	1,621	0.0%	Fail
CARIBE CAR SERVICE	B01745	8,144	0	8,144	0.0%	Fail

Appendix A: Trip Mandate Base Compliance

Base Name	Base Number	Total Trips	Total WAV Trips	Total Non-WAV Trips	Pct WAV	Pass/Fail
CHARRITOS BLACK CAR INC	B03076	765	0	765	0.0%	Fail
CHURCH AVE C/S INC	B01146	41,785	0	41,785	0.0%	Fail
CHURCH AVENUE EXPRESS INC	B02799	15,119	0	15,119	0.0%	Fail
CLEAN AIR CAR SERVICE AND PARKING CORP.	B02531	14,197	0	14,197	0.0%	Fail
COOL WAY TECHNOLOGY, INC.	B03142	1,137	0	1,137	0.0%	Fail
DELTA CARS	B01808	7,042	0	7,042	0.0%	Fail
DIGITAL CAR SERVICE	B01739	10	0	10	0.0%	Fail
DREAMLAND CAR & LIMO.SVC INC.	B01979	6,366	0	6,366	0.0%	Fail
EAGLE CAR & LIMO LTD.	B01424	1,045	0	1,045	0.0%	Fail
EMPIRE TRANSPORTATION SERVICE INC.	B01821	6,487	0	6,487	0.0%	Fail
EPIC CAR SERVICE INC.	B03156	14,472	0	14,472	0.0%	Fail
EVELYN CAR SERVICE INC	B01148	14,683	713	13,970	4.9%	Fail
FAST CITY CAR & LIMO SVC INC.	B02311	14,125	140	13,985	1.0%	Fail
FIFTH AVENUE CAR LIMO SERVICE	B02674	2,685	0	2,685	0.0%	Fail
FIVE STAR	B01466	7,551	31	7,520	0.4%	Fail
FIVE STAR LUXURY INC.	B02819	477	14	463	2.9%	Fail
GENESIS LUXURY TRANSPORTATION CORP.	B02998	24,844	0	24,844	0.0%	Fail
GLEN BELLE CAR SERVICE	B01250	2,161	0	2,161	0.0%	Fail
GLIDE LUXURY TRANSPORTATION, INC	B02891	608	0	608	0.0%	Fail
GO MY SEDAN LLC	B02990	3,097	0	3,097	0.0%	Fail
GOLDCREST TRANSPORT LTD	B01804	631	0	631	0.0%	Fail
GOLDEN-TOWN CAR & LIMOUSINE SERVICE INC.	B00955	1,743	0	1,743	0.0%	Fail
GOOD DAY TRANSPORTATION INC	B03011	298	0	298	0.0%	Fail
GULF LUXURY INC	B02963	805	0	805	0.0%	Fail
HAMPTON'S TRANSPORTATION SERVICE INC.	B03093	108	0	108	0.0%	Fail
HERMANY LIMO TRANSPORTATION LLC	B03023	899	0	899	0.0%	Fail
INFINITY LIMO	B01928	86	4	82	4.7%	Fail
JBE LIMO, INC	B03094	210	0	210	0.0%	Fail
JD XPRESS INC.	B03107	4,004	174	3,830	4.3%	Fail
JEWEL CAR SERVICE	B01128	1,002	0	1,002	0.0%	Fail
JRIDE	B02539	358	0	358	0.0%	Fail
JUN'S LIMOUSINE AND CAR SERVICE LLC	B02934	797	0	797	0.0%	Fail
KIDMOTO TECHNOLOGIES LLC	B03206	208	0	208	0.0%	Fail
KOOP DISPATCHING INC.	B00419	10,211	0	10,211	0.0%	Fail
LA NORTENA CAR & LIMO INC	B03106	2,442	0	2,442	0.0%	Fail
LIMO TRIBE INC	B03197	97	0	97	0.0%	Fail
LINDEN EXPRESS CAR SERVICES INC.	b01700	3,134	0	3,134	0.0%	Fail
MADISON LIMOUSINE INC	B02167	284	0	284	0.0%	Fail
MALCOLM LIMO EXPRESS CORP.	B02657	26,183	0	26,183	0.0%	Fail
MARIACHI CAR SERVICE INC	B02856	219	0	219	0.0%	Fail
MASADA II C/L SVC INC	B01244	1,411	0	1,411	0.0%	Fail
MATAMOROS CAR SERVICE INC.	B02279	21,277	0	21,277	0.0%	Fail
MCW CAR & LIMO INC.	B02453	34	0	34	0.0%	Fail
MECAR EXPRESS,INC	B02959	91	0	91	0.0%	Fail
MERRICK C/S INC	B00346	4,802	0	4,802	0.0%	Fail
METRO LUXURY INC	B03102	1,550	0	1,550	0.0%	Fail
MORELOS CAR SERVICE INC.	B03100	3,113	0	3,113	0.0%	Fail
MORENITA EXPRESS CAR SERVICE INC.	B02463	6,064	0	6,064	0.0%	Fail
MY SEDAN LLC	B02406	2,020	0	2,020	0.0%	Fail
NATANYA TRANSPORTATION	B01269	4,512	0	4,512	0.0%	Fail
NBT TRANSPORTATION INC	B02809	1,503	0	1,503	0.0%	Fail
NEW PUEBLA CAR & LIMOUSINE SERVICE INC.	B01674	9,988	0	9,988	0.0%	Fail
NORTENA EXPRESS CAR SERVICE INC.	B01930	2,101	0	2,101	0.0%	Fail
NORWOOD CAR & LIMO INC.	B02308	1,618	0	1,618	0.0%	Fail
NUNU ROCHDALE CAR SERVICE	B02857	895	0	895	0.0%	Fail
NYC TWO WAY INC.	B00412	8,055	84	7,971	1.0%	Fail
NYDKB INC.	B03201	921	0	921	0.0%	Fail

Appendix A: Trip Mandate Base Compliance

Base Name	Base Number	Total Trips	Total WAV Trips	Total Non-WAV Trips	Pct WAV	Pass/Fail
ODYSSEY GLOBAL TRANSPORTATION & LIMO LLC.	B01183	1,269	0	1,269	0.0%	Fail
OLLIE'S AIRPORT SERVICE	B01679	2,587	0	2,587	0.0%	Fail
OLS LIMOUSINE SERVICE INC.	B02515	306	0	306	0.0%	Fail
OUTSIDE'S CAR SERVICE INC.	B02803	34,832	62	34,770	0.2%	Fail
PEGASUS TRANSPORT SERVICE INC.	B02180	182	0	182	0.0%	Fail
PERFECT LIMO SERVICE, INC.	B02106	26	0	26	0.0%	Fail
PETER EXECUTIVE LIMOUSINE, CORP	B02408	409	0	409	0.0%	Fail
PIA CAR LIMO. INC.	B02346	114	0	114	0.0%	Fail
PLUSH SERVICES CORP	B02418	2,220	0	2,220	0.0%	Fail
PREFERRED CARE TRANSPORTATION SERVICE,INC	B02783	10,235	0	10,235	0.0%	Fail
QUALITY CAR SVCE	B00975	5,160	0	5,160	0.0%	Fail
QUDOS FLEET NEW YORK 1 LLC	B03096	82	0	82	0.0%	Fail
R TRANSPORT INC	B01614	1,329	53	1,276	4.0%	Fail
RECHEV OF BROOKLYN INC	B00727	7,313	0	7,313	0.0%	Fail
RED OAK TRANSPORTATION	B02008	90	0	90	0.0%	Fail
REYNO CAR SVC, INC.	B00222	11,136	483	10,653	4.3%	Fail
REYNO,INC.	B03002	39,131	1,257	37,874	3.2%	Fail
ROCHDALE CAR SERVICE INC.	B02335	1,720	0	1,720	0.0%	Fail
SANO CAR LLC	B02898	20,026	0	20,026	0.0%	Fail
SEAMAN EXPRESS CORP.	B02892	173	0	173	0.0%	Fail
SEAVIEW ISLAND CAR SERVICE	B02793	146	0	146	0.0%	Fail
SEE USA TOURS INC.	B02695	383	0	383	0.0%	Fail
SEVENTH AVE CAR SERVICE	B00692	8,580	0	8,580	0.0%	Fail
SIMPLE CARS LLC.	B03125	90	0	90	0.0%	Fail
SIN FRONTERAS CAR SERVICE INC	B03122	56	0	56	0.0%	Fail
SKYWAY CAR SERVICE	B01593	1,758	0	1,758	0.0%	Fail
SPOTON.PET LLC	B03158	46	0	46	0.0%	Fail
ST.ALBANS-HOLLIS CAR SERVICE INC.	B01958	14,599	0	14,599	0.0%	Fail
STS LUXURY, INC	B03047	12,020	504	11,516	4.2%	Fail
SURF CAR SYSTEMS INC	B00429	12,809	0	12,809	0.0%	Fail
THE NEW SPANISH CAR & LIMO INC	B03007	168	0	168	0.0%	Fail
TRELAWNY CAR SERVICE INC	B02505	7,075	0	7,075	0.0%	Fail
TREMONT DISPATCHING CORP	B00401	151	0	151	0.0%	Fail
UPTOWN TRANSIT CORP	B00850	870	0	870	0.0%	Fail
VIEW	B02447	99	0	99	0.0%	Fail
VISMAR RADIO DISPATCH INC.	B02760	536	0	536	0.0%	Fail
VPZ EXECUTIVE LIMO	B03092	699	0	699	0.0%	Fail
W.K. CAR & LIMO SERVICE INC	B01721	9,556	0	9,556	0.0%	Fail
W.K.EXPRESS LIMO SERVICE INC	B02956	65	0	65	0.0%	Fail
XPRESS TRANSPORT & MULTI SERVICE INC.	B02293	12,982	514	12,468	4.0%	Fail
YERUSHALAYIM CAR&LIMO INC	B02839	1,823	0	1,823	0.0%	Fail
ZAPP CAR SERVICE INC.	B03000	9	0	9	0.0%	Fail

Total 780,943 23,533 757,410