

**Industry Notice #25-03**  
**7/1/2025**  
**For Immediate Release**

## **Notice: New Incentive Structure Implemented for Accessible Dispatch & Accessible E-Hail Taxi Trips**

Beginning July 1, 2025, the driver dispatch fee (also known as a “deadhead” fee) that drivers receive for completing Accessible Dispatch taxi trips is changing. The new incentive guidelines are as follows:

- Drivers who complete accessible taxi trips that are booked by customers through the Accessible Dispatch or Accessible E-hail Call Center will receive a \$10 bonus for completing the trip in addition to the fare.
- Accessible Taxi Call Center Service Providers currently are:
  - Accessible Dispatch (operated by MTM)
  - Arro Accessible E-hail
  - Curb Accessible E-hail
  - Myle Accessible E-hail
- Drivers will be paid by the Taxi Improvement Fund (TIF) on a monthly basis for completed accessible taxi trips that were booked through a call center.
- Accessible Dispatch, operated by MTM, will also follow the new driver bonus structure.
- TLC-Licensed E-hail Providers are required to offer a call option to book trips and report these trips in their monthly trip submissions to the TLC, effective July 1, 2025.
- Changes to the Accessible Dispatch driver bonus model were included in the Accessible E-Hail Rules adopted by the Commission on March 26, 2025.

### **Driver Resources for Accessible Taxi Trips:**

- [Accessible E-Hail](#)
- [Taxi Improvement Fund \(TIF\) Driver Enrollment](#)
- [How-to Assist Customer Guides & Training Videos](#)

For TIF payment related questions, contact [TIFT@tlc.nyc.gov](mailto:TIFT@tlc.nyc.gov)

For all other inquiries contact [driversupport@tlc.nyc.gov](mailto:driversupport@tlc.nyc.gov)