

Proposed Accessible E-Hail Rules

Expanding Accessible Dispatch Options

NYC Taxi and Limousine Commission

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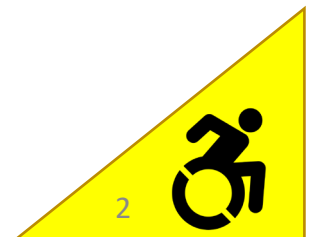
Assistant Commissioner Program Planning & Management

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Accessible Dispatch New Approach

- Accessible Dispatch lets customers request a wheelchair accessible taxi anywhere in the city.
- TLC is planning to move away from a single contract model to a program that is serviced by multiple TLC-licensed e-hail app providers.
- Our goal is to provide easy-to-use and reliable access to wheelchair accessible (WAV) taxis for people with disabilities and low-mobility, similar to the FHV WAV model.
- Under this approach, customers can select the e-hail app provider of their choice, such as Arro, Curb, or Myle, to request a wheelchair accessible taxi, a service that has been available since 2018.
- Customers have more ways to request a wheelchair accessible vehicle compared to when Accessible Dispatch started providing citywide service in 2018, thanks in large part to the advocacy of disability organizations.



Accessible Services Available Citywide



Accessible Dispatch

- Request over the phone, online, or app
- 5,500 trips per month

E-Hail

- Request through TLC-licensed e-hail app (Arro, Curb, Myle)
- 2,000 trips per month
- Proposed rules require phone option



FHV WAV (Central Dispatch)

- Request through TLC-authorized FHV WAV Dispatcher (Lyft, Uber)
- 55,000 trips per month

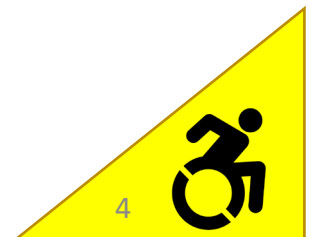
Local Car Service

- TLC rules require bases to dispatch 25% of trips in a WAV or contract with FHV WAV dispatcher



History of Accessible Dispatch

- Citywide Accessible Dispatch launched in 2018 following the success of the Manhattan-only program that launched in 2012.
- Accessible Dispatch was designed to connect customers with an accessible taxi when there were fewer wheelchair accessible vehicles available, and it was even harder to find one.
- Customers can call 311, contact the Program Dispatcher directly, or request a taxi via the Accessible Dispatch app to pick them up anywhere in the five boroughs.
- At its peak in May 2019, Accessible Dispatch provided 9,000 trips with an average wait time of 12.5 minutes citywide.
- Today, Accessible Dispatch provides approximately 5,500 trips per month with a wait time of less than 12 minutes.
- The \$6 million annual program is financed by TIF and operated by MTM.



TLC-Licensed E-Hail App Rules

Current E-hail Program

- WAV option required since 2018.
- Last year, TLC-licensed e-hail app providers completed 24,000 trips or 2,000 trips per month for when a customer specifically requested a WAV taxi.
- Some e-hail apps also contract with MTA to provide AAR trips.

Proposed Changes to E-Hail Rules

- E-hail app provider will be required to offer a call option for booking the trip.
- TLC will require e-hail app providers to report arrival time to monitor wait time.
- In the future, TLC may establish service level standards for e-hail app providers as well.
- Driver rules relating to assisting customers with disabilities will move from Chapter 53 to Chapter 80.



Transition to Accessible Dispatch E-Hail Program

- MTM will continue to operate the current Accessible Dispatch program through August 2025.
- The new Accessible Dispatch program will have one phone number to access all e-hail providers for customers who prefer to book their trip over the phone. Customers may also contact e-hail provider directly.
- TLC met with disability organizations prior to the public hearing and will continue to engage with them as the program transitions.
- In the coming months, TLC will conduct outreach to Accessible Dispatch customers and drivers to provide assistance and inform them of the changes to the program.
- We want your feedback on the proposed rules for the new Accessible Dispatch program and invite you to submit comments to tlcrules@tlc.nyc.gov.

