



THE CITYWIDE ACCESSIBLE DISPATCH PROGRAM

NOVEMBER 10, 2016

Bringing Accessible Taxi Service to the Boroughs

The TLC is committed to expanding accessible service across the City.

- **Manhattan Accessible Dispatch Program: launched 2012**
- **50% Wheelchair Accessible Vehicle (WAV) taxi fleet**
 - Goal set in **2014**
 - Requirement that some unrestricted medallions put WAVs on road began in **2016**
- **Taxi Improvement Fund (TIF): payments to WAV owners/agents and drivers began at start of 2016**
- **Coming in early 2017: Citywide Accessible Dispatch Program**

TLC Accessibility Initiatives: Progress

Wheelchair Accessible Vehicles

- ~ 1,100 Accessible Taxicabs
- ~ 500 Accessible SHLs



Taxi Improvement Fund

- ~500 medallions enrolled
- 400 paid for hacking up a WAV
- ~1,000 drivers paid for WAV trips

WAV Training

- Required for new and renewing licenses
- ~90% current licensees completed

Manhattan Program Highlights

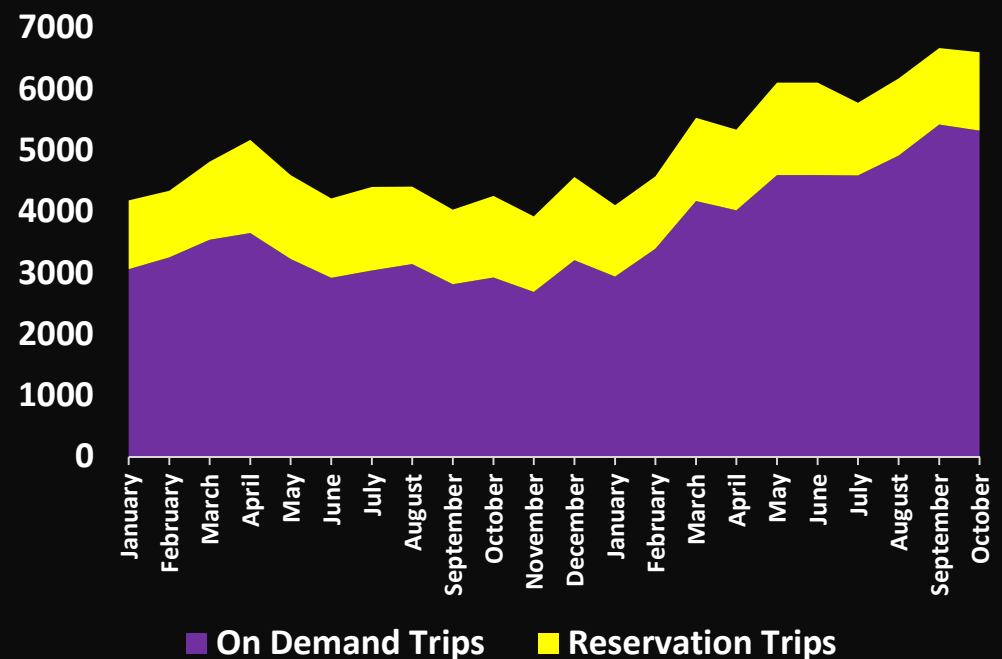
Record Trip Growth

- 6,000 completed trips in October
- On pace for 60,000+ completed trips in 2016

Trip Fulfillment

- 90% completed in 2016
- Wait times under 12 minutes

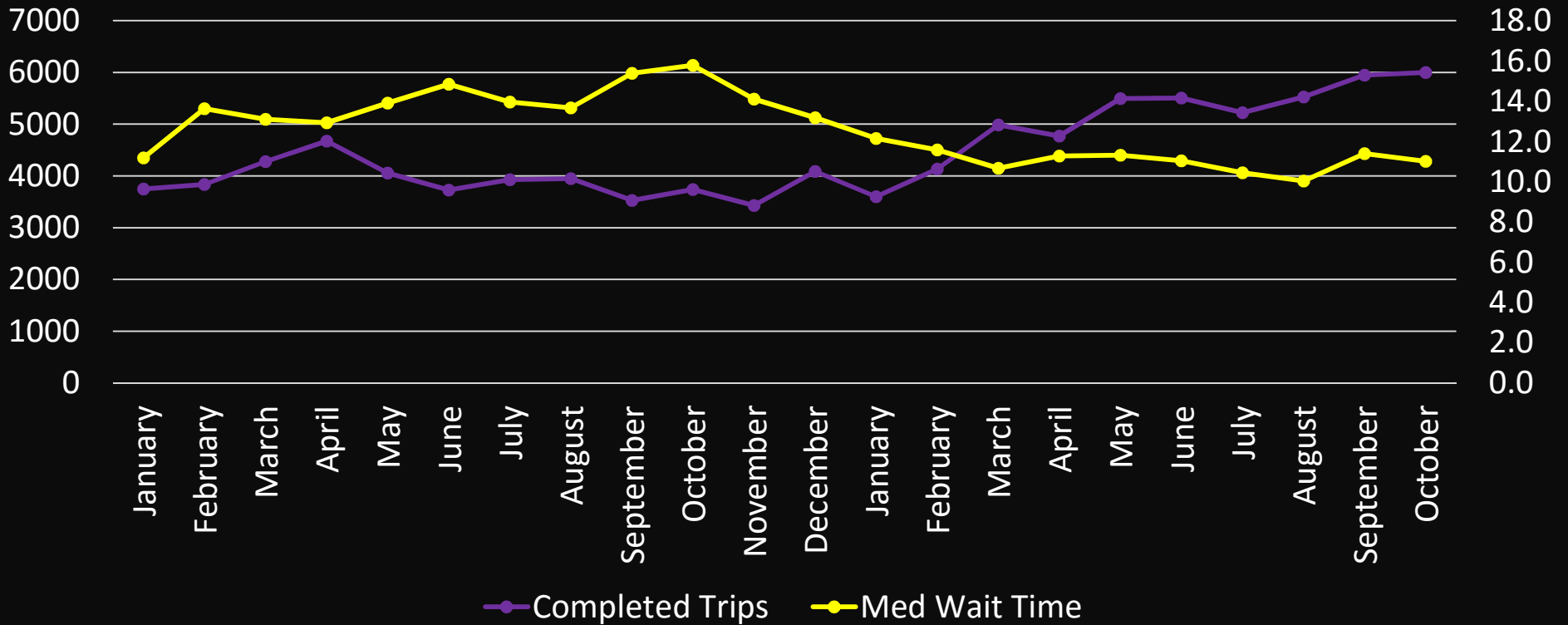
Total Requested Dispatch Trips, 2015-2016



Manhattan Program Highlights

Wait times continue to decrease even as trip volume increases

Trip Volume and Wait Times



Expanding Accessible Service Citywide

Building on the success of the Manhattan Dispatch Program

Why needed: 80% of New Yorkers with disabilities live in other boroughs, and cannot order a wheelchair accessible taxi

Who participates: all Accessible Taxicabs and SHLs

- All WAV drivers eligible for dispatch fee for completing trips

Program goals: citywide accessible service defined by:

- **Coverage:** service customers in all five boroughs, with destinations in NYC and surrounding counties
- **Equity:** 24/7, on-demand and reserved, no extra cost
- **Technology:** greater app utilization

How Does a Dispatch Trip Work?

- **Passenger booking**: 5 methods
 - On-demand and reservation-based
- **Direct dispatch** to vehicle
 - All WAVs have equipment
 - Driver assists passenger
- **Driver compensated** for travel to pickup location
- **Trip at metered rate** with no additional cost to passenger

Driver Incentives

- **All WAV drivers** eligible
- Dispatch fee based on trip **point of origin**
- All drivers eligible for **cancellation** and no-show fees (2/week)
- **Payments directly** to drivers

Manhattan schedule

Max Distance	Dispatch Fee
Up to 0.5	\$10.00
0.5 - 1	\$15.00
1 - 1.5	\$20.00
1.5 - 2	\$25.00
More than 2	\$30.00
Passenger No-Show	Fee above plus \$5.00
Cancellation Fee	Fee above minus \$5.00
Necessary Tolls	Added to fee above at EZ-Pass rate

Outer borough schedule

Max Distance	Dispatch Fee
Up to 0.5	\$6.00
0.5 - 1	\$10.00
1 - 2	\$12.50
2 - 3	\$15.00
3 - 5	\$20.00
More than 5	\$25.00
Passenger No-Show	Fee above plus \$5.00
Cancellation Fee	Fee above minus \$5.00
Necessary Tolls	Added to fee above at EZ-Pass rate

Benefits of Citywide Dispatch

- Passengers can get accessible taxi service **across five boroughs**
- **More WAVs** on dispatch
- **More trips** for SHL WAVs
- **More drivers** eligible for incentives

Questions?

