

FHV Accessibility and Central Dispatcher Wait Times

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Executive Summary

1. Current rules

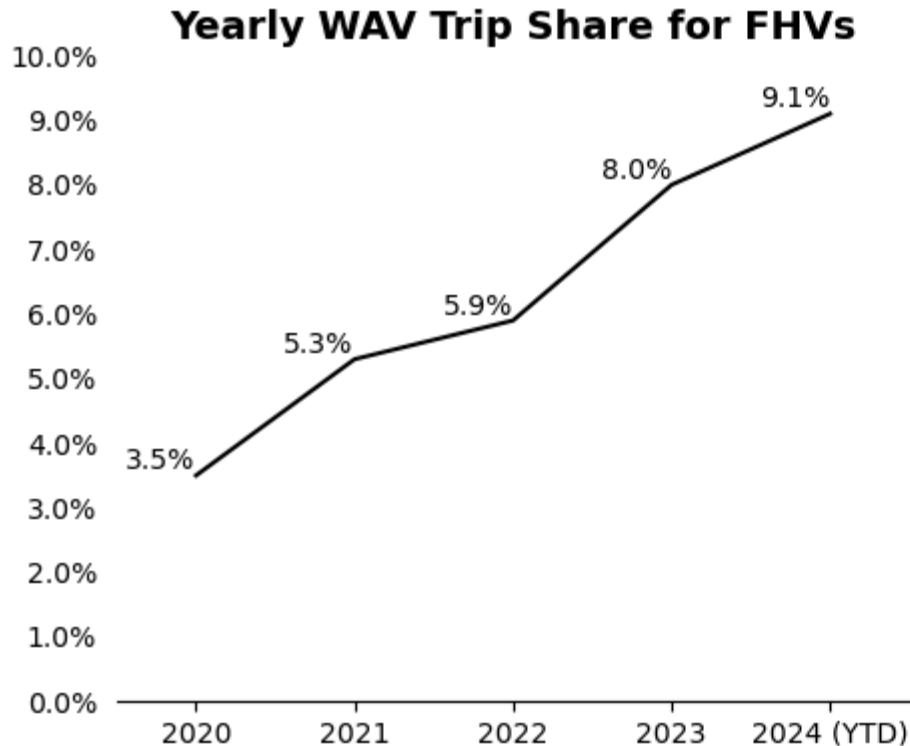
- Requirements
 - 80% of FHV WAV wait times in under 10 minutes
 - 90% under 15 minutes
- Current requirements are already being met
 - In 2023, 90.1% of WAV rides came within 10 minutes for Lyft and 88.4% for Uber
 - In 2024 (YTD), 92.4% of WAV rides came within 10 minutes for Lyft and 87.8% for Uber

2. There has been an overall positive trend in the percent of WAVs under 10 minutes, increasing from around 60% in 2019 to almost 90% in 2024

3. Our proposed threshold of 90% of trip services completed in under 10 minutes would encourage companies to improve accessibility, prevent backsliding, and exceed typical bus headways

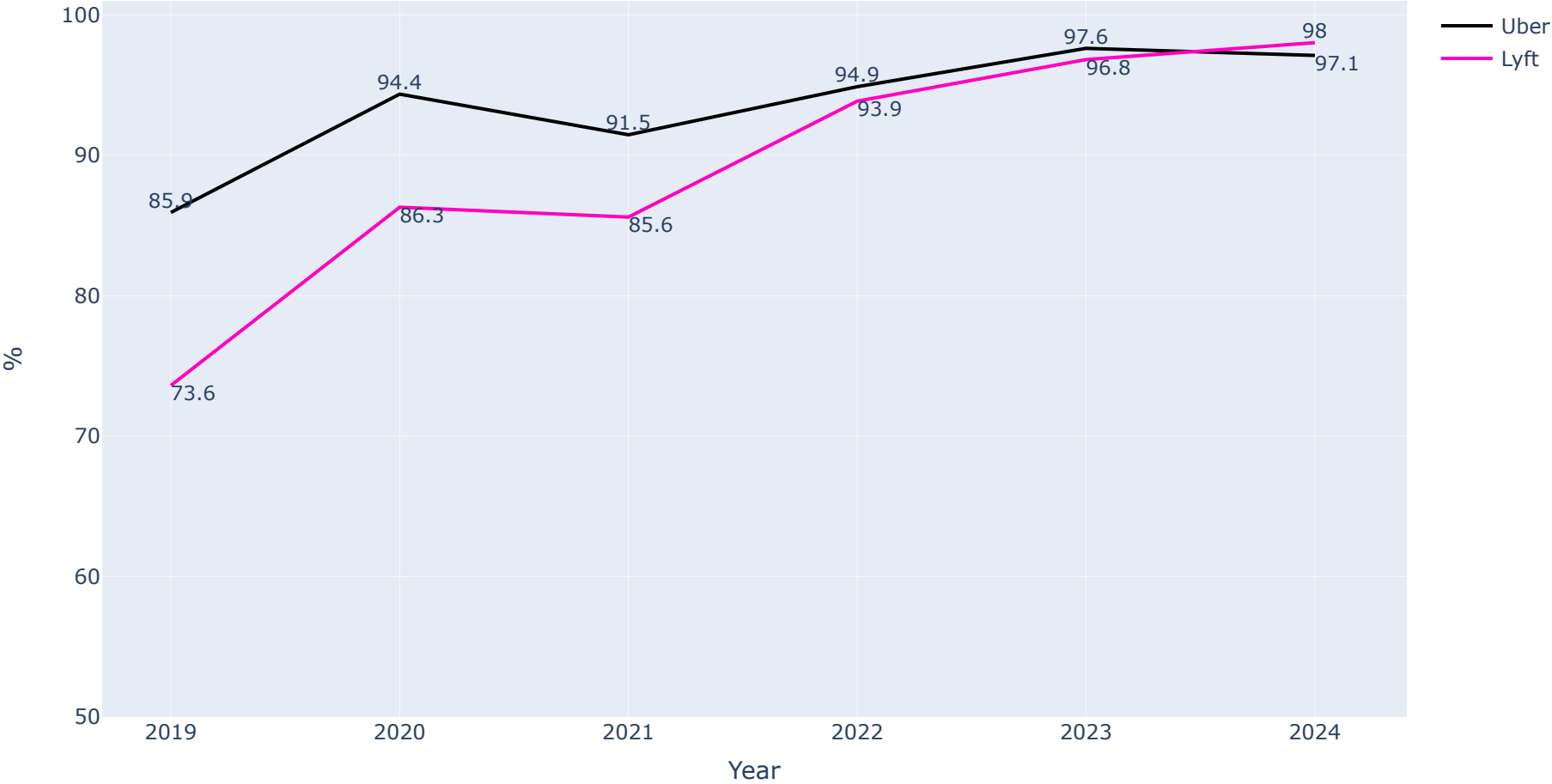
FHV WAV Landscape

- FHV WAV fleet has grown from just 339 vehicles in January 2019 to over 7,600 as of October 2024
- So far in 2024, over 8,500 drivers performed high-volume FHV WAV trips

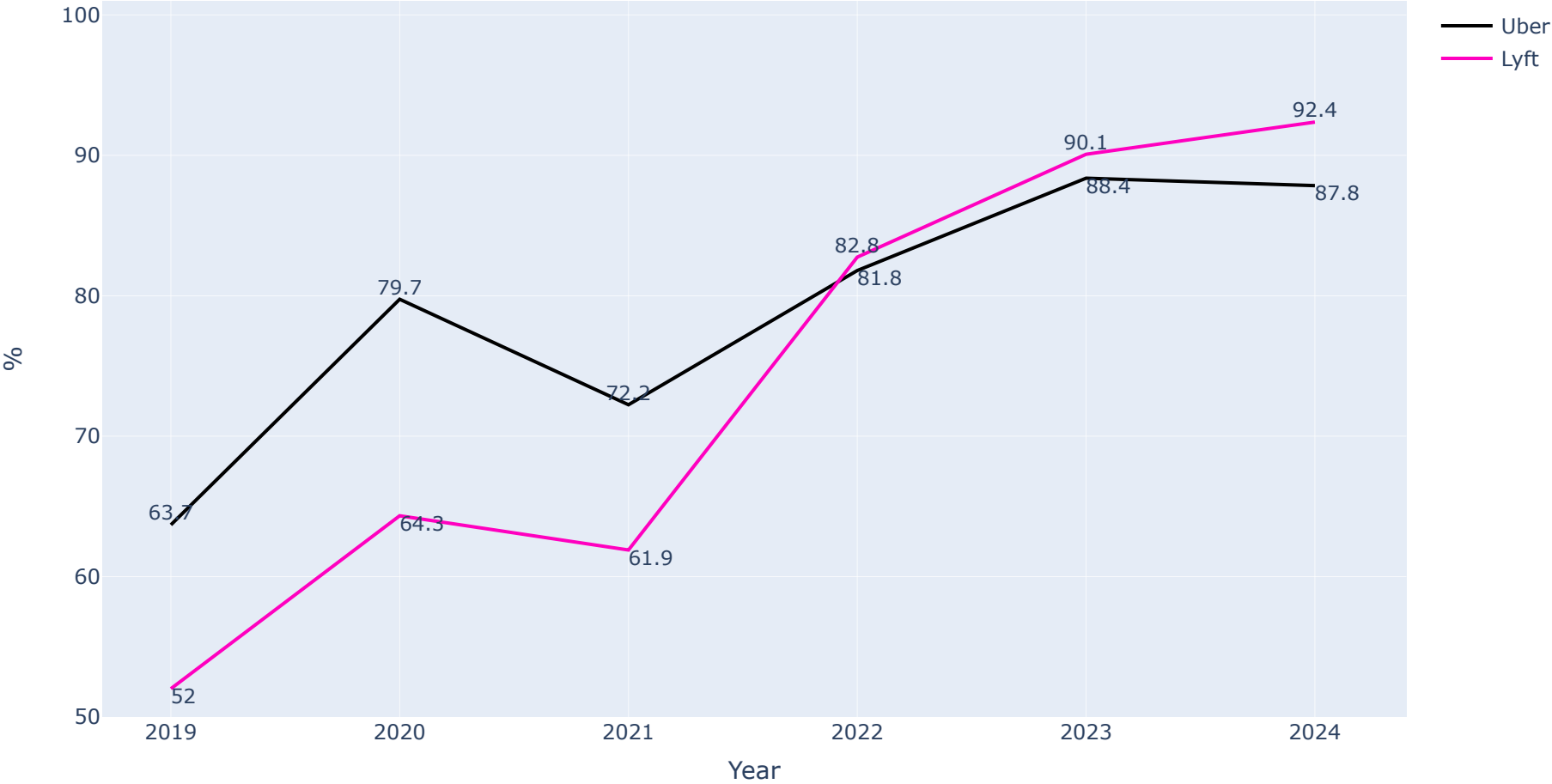


So far, 2024 has seen the highest share of FHV trips completed in a WAV

Percentage of WAV Wait Times Under a Given Threshold - Under 15 min



Percentage of WAV Wait Times Under a Given Threshold - Under 10 min



Industrywide Wait Times

