



Meera Joshi
Commissioner/Chair

Allan J. Fromberg
Public Affairs
212-676-1013
press@tlc.nyc.gov

33 Beaver Street
22nd Floor
New York, NY 10004

**TLC INVESTIGATION REVEALS WIDESPREAD
NON-COMPLIANCE WITH ACCESSIBILITY RULES AMONG
BLACK CAR & LIVERY SERVICE PROVIDERS**

The New York City Taxi and Limousine Commission (TLC) today announced the results of its first-ever comprehensive industry-wide enforcement initiative to gauge the For-Hire Vehicle (FHV) industry's compliance with rules requiring them to provide equivalent service (same wait time/price as standard FHVs) to passengers who use wheelchairs. If an FHV (Black Car or Livery) base does not have an affiliated and available Wheelchair Accessible Vehicle (WAV), the rules allow for them to contract with a provider that can dispatch WAVs on an as-needed basis.

Two months ago, the TLC commenced a broad-scale undercover operation to determine the FHV industry's level of compliance with the accessibility requirements, and the findings suggest widespread non-compliance.

Of all the 472 bases contacted, 422, or 90%, could not provide the required service. Most, approximately 322, said that no wheelchair accessible vehicle (WAV) was available, while the others said they could provide a WAV, but that it would take longer or cost more.

"Our investigation makes clear that a large percentage of the FHV industry is not independently providing the level of access that our rules require," said TLC Commissioner and Chair Meera Joshi. "Deterrent penalties will be assessed against each non-compliant base, but there is a systemic problem here, and we will continue to work with disability advocates and the industry toward a comprehensive solution. It is simply unacceptable for persons with disabilities to face this kind of obstruction to being served."

"Getting a livery or black car should be something that is relatively easy," said Victor Calise, Commissioner, Mayor's Office for People with Disabilities, "but as TLC's investigation indicates, this is far more of a challenge than it should be for a person with a disability. I commend the TLC for their efforts in exposing this disparity, as well as for its commitment to ongoing monitoring."

"This is exactly what we've been asking for," said Edith Prentiss, Chair of the Taxis For All Campaign, "and we are so glad that the TLC is taking a firm stand against these violations."

Non-compliant bases will face \$1,000 fines for violating TLC rules §59B-17(c)(1) and/or (c)(2).