




# Accessible and E-hail Trips: What Drivers Need to Know

	 <b>Accessible Dispatch</b>	 <b>Access-A-Ride (MTA) On-Demand Pilot Program</b>	 <b>E-Hail</b>
<b>What is it?</b>	A Taxi & Limousine Commission program to provide wheelchair accessible yellow or green taxi service.	The Metropolitan Transportation Authority's paratransit taxi on-demand pilot program is for eligible customers with disabilities. <sup>1</sup>	E-hail allows any passenger to order a yellow or green taxi by smart phone app.
<b>Who can get the trip?</b>	Drivers of Wheelchair Accessible Vehicles (WAVs).	Drivers of WAVs and non-WAVs.	Drivers of WAVs and non-WAVs.
<b>How is the trip offer shown on DIM screen?<sup>2</sup></b>	<u>TLC WAV DISPATCH</u>	<u>MTA ACCESS-A-RIDE</u>	<u>CURB E-HAIL REQUEST</u> or <u>ARRO E-HAIL REQUEST</u>
<b>Am I required to accept?</b>	Yes. Drivers are <u>required</u> to take these trips. Not accepting the trip is a <u>service refusal</u> .	No. Drivers are <u>not required</u> to take these trips.	No. Drivers are <u>not required</u> to take these trips.
<b>Who pays the fare?</b>	Passengers pay the metered fare in the vehicle, like a street hail.	Passengers pay amount listed in the offer (usually \$2.75). Your Technology Service Provider (Curb or CMT/ARRO) will pay the balance. You may receive a metered or flat fare.	Passengers pay the full metered fare in the vehicle, like a street hail. Passengers may also pay with an e-hail app.
<b>Do I get an incentive for completed trips?</b>	Yes. Drivers receive a Dispatch Fee, and the meter. Sign up with your Technology Service Provider (Curb or CMT/ARRO) to receive Dispatch Fees. The passenger never pays the Dispatch Fee.	Drivers should contact their Technology Service Provider about incentives.	Drivers should contact their Technology Service Provider about incentives.
<b>Do I get payment for cancellations or no shows?</b>	Yes. You can collect up to two cancellation or no-show payments each week.	Contact your Technology Service Provider (Curb or CMT/ARRO) for more information.	Contact your Technology Service Provider for more information.
<b>Can I get Taxi Improvement Fund (TIF) payments on these trips?</b>	<u>Yes. Enrolled WAV</u> drivers will receive TIF payments. Enrollment forms are on the TLC website.	<u>Yes. Enrolled WAV</u> drivers will receive TIF payments for trips <u>in WAVs only</u> . Enrollment forms are on the TLC website.	<u>Yes. Enrolled WAV</u> drivers will receive TIF payments for trips <u>in WAVs only</u> . Enrollment forms are on the TLC website.
<b>What if I have questions?</b>	Follow in-vehicle instructions or call the Dispatcher at 646-942-5957.	Follow in-vehicle instructions or call the Dispatcher.	Follow in-vehicle instructions or call the Dispatcher.

Note 1: The MTA's on-demand program is a pilot, and rules may change for future service.

Note 2: Other licensed e-hail companies may send requests through a separate driver app.

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## Need a Ramp Refresher?

The TLC Accessible Dispatcher offers a free weekly refresher on how to use your ramp and securements. The hands-on training only takes 15 minutes.

To sign up for a refresher, contact 646-942-5957 or [drivers@accessibledispatch.com](mailto:drivers@accessibledispatch.com)

Detailed How-To and Securement Information, in multiple languages, can be found at: [nyc.gov/wavresources](https://nyc.gov/wavresources)

## Resources

- For the detailed Dispatch Fee schedule, visit [accessibledispatch.com/driver](https://accessibledispatch.com/driver). **Remember, the passenger never pays the Dispatch Fee.**
- To enroll in the Taxi Improvement Fund program, visit [www1.nyc.gov/assets/tlc/downloads/pdf/tif\\_owner.pdf](https://www1.nyc.gov/assets/tlc/downloads/pdf/tif_owner.pdf). Email [tift@tlc.nyc.gov](mailto:tift@tlc.nyc.gov) with questions.
- For questions about Access-A-Ride or incentive payments, contact your Technology Service Provider:

CMT/ARRO	Curb
718-393-2292	718-954-9440

## Safety and Service Tips

- Make sure to perform a pre-shift inspection. All floor securements, the lap belt, and shoulder belts should be in good working order. If they are not, report it to the vehicle owner and do not operate the vehicle for hire.
- Always ask the passenger how to appropriately assist them—there are many different types of wheelchairs and other mobility devices.
- If a passenger uses a walker, do not touch, or take the walker without asking. Ask if he or she would like assistance folding and storing the walker. **Take care when assisting them if they ask for help.**
- When securing a passenger who uses a wheelchair, use all four securements that attach to the floor, and the lap/shoulder belt. Secure the front of the wheelchair first, then the back. If a passenger declines some or all of the securements, please respect their choice.
- Start the meter after the passenger is safely secured in the vehicle.
- Always contact the Dispatcher with questions during a trip. They can assist with vehicle and payment issues, and help you get the passenger to their destination safely.

