



ACCESSIBLE DISPATCH SYSTEM

WHAT IS IT?

The Accessible Dispatch System is a temporary demonstration project that began in July 2008. The program tests a central dispatch system with wheelchair accessible taxis for passengers around the city.



WHO IS RUNNING THE PROGRAM?

The NYC Taxi and Limousine Commission has partnered with the Mayor's Office for People with Disabilities, the Mayor's Office of Operations, and 311 to provide better wheelchair accessible transportation services.

WHO CAN USE THE SERVICE?



The dispatch system is for passengers that use **wheelchairs and scooters**. It works by linking passengers that use wheelchairs with accessible vehicles through a central dispatcher. Anyone that uses a wheelchair and wants to take a taxi in New York City can use this service.



HOW CAN I GET AN ACCESSIBLE TAXI?

You can call 311 for service. 311 will connect you with the dispatcher. The dispatcher will collect your pick-up location and communicate electronically with participating drivers. Once the dispatcher knows who is picking you up, he or she will tell you what time to expect the cab.



WHAT SHOULD I KNOW?

- When taking a taxi always meet the taxi driver on time at the curb of the street.
- The driver is allowed to turn on the meter at pickup time before helping you into the car (if he is at pickup location).
- The driver must wait 10 minutes from pickup time before leaving.
- Up to three additional passengers (not in wheelchairs) can fit in the vehicle with a passenger that uses a wheelchair.

- Service animals are allowed in the taxis.
- You will be charged regular taxi fares based on the metered charges. Examples of common fares include:
 - An average trip usually costs \$12 (without tip).
 - Between JFK and anywhere in Manhattan the Flat Fare is \$45.00

WHAT CAN I DO TO MAKE THE SERVICE BETTER?

The City wants you to receive quality service. Please fill out our user survey to help us make the program the best that it can be. Filling out the survey is your opportunity to tell us the best way to serve you!

The survey can be found on our website at www.nyc.gov/tlc. Below are sample questions to give you an idea of what will be asked.

- What was the pick up and drop off location you requested?
- What was the estimated wait time provided to you by the dispatcher?
- Was the driver courteous? If not how could the driver have better assisted you?

www.nyc.gov/tlc



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NYC Taxi & Limousine Commission

Accessible Dispatch Program

User Guide



www.nyc.gov/tlc