

EARN MORE WITH DISPATCH PAYMENTS

For every Accessible Dispatch trip you complete, you'll earn a dispatch payment in addition to the meter. The passenger pays the meter only and is not responsible for paying the Dispatch Fee. This payment is sent to you by pay card or to your checking/savings account, depending on your Technology Service Provider's payment method. Contact your Technology Service Provider (CMT, Curb, or Athena) for more information and enrollment requirements for payments.

Dispatch Fee Schedule for All Pick-Up Locations	
Maximum Distance (miles)	Dispatch Fee
Up to 0.5	\$15.00
0.5 - 1	\$20.00
1 - 1.5	\$25.00
1.5 - 2	\$30.00
More than 2	\$35.00

Passenger No-Show	Fee above plus \$10.00
Cancellation Fee	Fee above minus \$5.00
Necessary Tolls	Added to fee above at EZ-Pass rate

Earn up to \$35 per trip before the meter starts!

Driver Hotline: 646-942-5957

drivers@accessibledispatch.com
www.accessibledispatch.com

WHAT ACCESSIBLE DISPATCH DRIVERS NEED TO KNOW

- Passengers are never responsible for paying the dispatch payment. You must not ask the passenger to pay this. The dispatch payment is sent to you after the trip by pay card or to your checking/savings account, depending on your Technology Service Provider's (CMT, Curb, or Athena) payment method.
- Passengers pay only the metered fare, by cash or card; no cost for guests.
- Reservation and on-demand bookings accepted, but most trips are on-demand.
- Passengers may book by phone, app, or web.
- WAV service, in yellow and green taxis.
- Passengers can request a specific vehicle type when they book their trip. They may request a larger vehicle, or request a Nissan NV200 if they need a vehicle with a hearing loop.
- If a passenger's mobility aid doesn't fit in your vehicle, or if the number of passengers awaiting pick up exceeds vehicle capacity, call the driver hotline at 646-942-5957. You will receive a cancellation payment. The Dispatcher will send a new vehicle to accommodate the passenger(s).
- If the passenger uses a walker or prefers to transfer from their wheelchair, you must help them into the taxi and stow their mobility aid.
- Under TLC rules, you must transport a passenger's service animal should they require service animal assistance.
- Accessible Dispatch trips are not the same as Access-A-Ride trips. For more information about Access-A-Ride, contact your Technology Service Provider.
- Yellow and green WAV drivers who are enrolled in the TLC's Taxi Improvement Fund earn an additional \$1 for every trip taken in a WAV. For more information, request an application from tift@tlc.nyc.gov.



TIPS FOR A SUCCESSFUL WAV TRIP



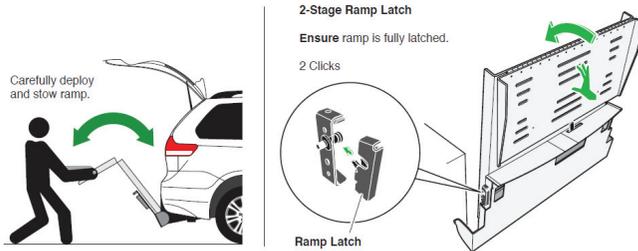
BraunAbility Toyota Sienna Taxi
Vertical Style Ramp

HOW TO DEPLOY YOUR RAMP

STEPS FOR SECURING PASSENGERS



STEP 1: Open rear hatch. Move tailgate stow latch release handle to right and lower the tailgate.



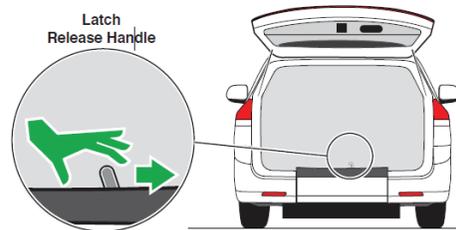
STEP 2: Deploy the ramp using the side-mounted ramp handle. Keep clear of hinge arms when deploying.

STEP 3: Load passenger into vehicle and use wheelchair tiedowns to secure the wheelchair, following the steps for securement in this brochure.

Passenger Capacity: The Toyota Sienna WAV can transport one passenger using a wheelchair and four passengers who are not using wheelchairs.



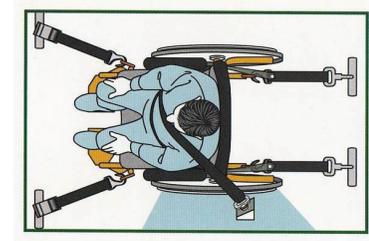
STEP 4: If using a fold-out ramp, use ramp hand holds to lift and fold (rotate) the ramp in vertical position. Be sure the ramp engages the retention walls fully.



STEP 5: Ensure tailgate is fully stowed and latched.

STEP 6: Close rear hatch.

Photos courtesy of BraunAbility



- **You must use all four securements.** Secure front of wheelchair first, then the rear. Secure chair end of belt, move chair rearward to remove strap slack, and attach straps to floor track.
- Bring shoulder belt across wheelchair to create attachment point. Place belt diagonally across passenger's chest.
- Connect to lap belt.

Passengers Who Use Walkers: Some passengers may have disabilities that do not require a wheelchair. When assisting passengers who use walkers, do not touch or take the walker without asking. Ask if he or she would like assistance folding and storing the walker, and take care when doing so.

NEED A RAMP REFRESHER?

We host refresher courses on a regular basis to help you stay confident in using your WAV's ramp and securing passengers. If you'd like more information about upcoming courses, contact:

646-942-5957
drivers@accessibledispatch.com