

May 2021

For-Hire Vehicle Wheelchair Accessibility Evaluation Report



Year 2

July 2019 – September 2020

NYC Taxi & Limousine
Commission

Contents

Introduction	2
Overview	2
FHV Wheelchair Accessibility Requirements	4
Trip Mandate Rule	6
Trip Mandate Rule Compliance Details	7
Concerns and Outreach	8
Central Dispatch Exception.....	9
Lyft Compliance Details	12
Uber Compliance Details	13
Via Compliance Details	14
Concerns	15
Recommendations	15
Conclusion and Next Steps	16
Appendix A. Trip Mandate Base Compliance	17

Figures and Tables

Figure 1. FHV WAVs on the Road.....	3
Figure 2. Percent of Trips Under Wait Times for All Dispatchers in the Central Dispatch Exception	11
Table 1. Trip Mandate Rule Requirements.....	4
Table 2. Central Dispatch Exception Requirements.....	4
Table 3. FHV Accessibility Compliance Options	5
Table 4. Trip Mandate Rule Compliance Overview, Year 2	7
Table 5. Trip Mandate Rule Non-WAV/WAV Trips, Year 2 average.....	7
Table 6. Central Dispatch Exception Participants, Year 2.....	9
Table 7. Central Dispatch Exception Compliance Overview	10
Table 8. Lyft Compliance Details	12
Table 9. Uber Compliance Details	13
Table 10. Via Compliance Details.....	14

Introduction

In January 2019, the Taxi & Limousine Commission (TLC) implemented new rules on wheelchair accessibility in the for-hire vehicle (FHV) industry, which includes companies ranging from small community-based car services to the app-based dispatching providers Uber, Lyft and Via. This report reviews compliance with the FHV accessibility requirements during Year 2 of the program as well as ongoing efforts by the TLC to ensure compliance with the rules. The metrics used for reporting for Year 2 were impacted by the COVID-19 pandemic and the resulting public health measures. The original reporting period of July 1, 2019 to June 30, 2020 was extended by three months to July 1, 2019 to September 30, 2020. TLC extended the evaluation period by three months to give the FHV sector some flexibility in meeting compliance with the accessibility rules in light of the pandemic and the sharp decline in passenger demand and trip numbers.

Notwithstanding the on-going pandemic's impact on travel patterns and trip numbers, the TLC continues to ensure that all passengers are aware that: (1) wheelchair accessible service is available from all FHV Bases, and (2) passengers have a right to request a trip in a wheelchair accessible vehicle (WAV) in the same manner as they would request a trip in a non-WAV.

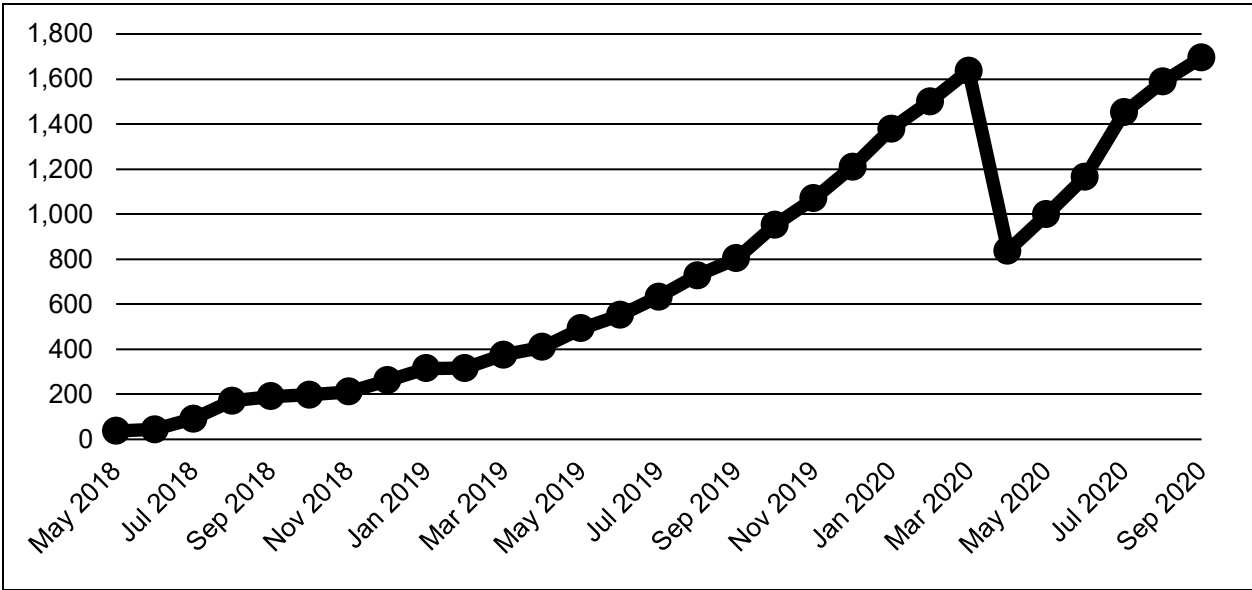
Overview

All TLC-licensed FHV Bases are required to provide access to wheelchair accessible service. The accessibility requirement applies to smaller community car services, large livery Bases, and High Volume For-Hire Services, such as Lyft, Uber and Via. Over this reporting period the TLC has seen an improvement from past years. Service to passengers who request wheelchair accessible vehicles (WAVs) has increased, particularly the trips requested through accessible vehicle dispatchers. Additionally, notwithstanding the effects of COVID-19 which initially led to a decrease in the number of FHV WAVs on the road beginning in March 2020, Bases have continued to show improvement in deploying WAVs on the road since that time.

As of the end of September 2020, there were 1,696 FHV WAVs on the road (see Figure 1). These vehicles have completed over half a million trips compared to around 140,000 trips in June 2019. Demand for WAV service is strong. Together with the TLC's Accessible Dispatch program, which allows passengers to request wheelchair accessible vehicles in yellow and green taxis, the FHV WAV service continues to advance the TLC's goal of achieving greater accessibility in New York City.

This report reviews FHV compliance with TLC rules on wheelchair accessibility, summarizes the compliance metrics, and provides recommendations to ensure FHV Bases continue improving WAV service.

Figure 1. FHV WAVs on the Road*



*The number of FHV WAVs that are wheelchair accessible and did any trips in a month.

FHV Wheelchair Accessibility Requirements

The TLC adopted rules to improve accessible service on October 2018, and the rules took effect in January 2019. For-hire vehicle (FHV) Bases have two options in meeting accessibility requirements: (1) the Trip Mandate Rule and (2) the Central Dispatch Exception. The two options are established by rules 59B-17(c) and 59B-17(f), respectively.

The Trip Mandate Rule requires that a fixed percentage of a Base's trips are serviced using a Wheelchair Accessible Vehicle (WAV), whether or not a passenger specifically requests one. Requiring bases to dispatch trips to WAVs increases the overall number of FHV WAVs and also increases the number of WAVs operating at any given time, reducing wait times for passengers with disabilities. Bases subject to the Trip Mandate Rule must dispatch the following percentage of trips to WAVs during the following reporting periods:

Table 1. Trip Mandate Rule Requirements

Evaluation Period	Minimum Percent
January 2019 – June 2019	5%
July 2019 – June 2020	10%
July 2020 – June 2021	15%
July 2021 – June 2022	20%
July 2022 – June 2023	25%

The Central Dispatch Exception allows FHV Bases to affiliate with a TLC-authorized dispatcher that services WAV requests and is subject to a wait time requirement. Passengers must be able to request a WAV in the same manner they would a non-WAV service, and the FHV Base is responsible for working with their dispatcher to provide a WAV. Dispatchers that service these WAV requests must meet the following wait time requirements during the following reporting periods:

Table 2. Central Dispatch Exception Requirements

Evaluation Period	Service Levels: Share of Trips under Wait Time Threshold		
	10 minutes or less	15 minutes or less	30 minutes or less
June 2019	-	60%	90%
June 2020	-	80%	90%
June 2021	80%	90%	-

In response to the severe impacts the COVID-19 pandemic had on the FHV industry, such as lower trip demand and drops in WAVs on the road, the TLC extended the evaluation period by three months to September 2020. For the Trip Mandate Rule, the evaluation period was extended to include the months from June through September. For the Central Dispatch Exception, the TLC agreed to assess whether a dispatcher complied with the requirement by evaluating service levels within any single month from June to September 2020.

For the adjusted Year 2 evaluation period the majority of bases elected to participate in the Central Dispatch Exception. Five-hundred Bases out of a total of 767 (65 percent) chose this option. Collectively these Bases represented 98 percent off all FHV trips (see Table 3), both WAV and non-WAV during this time period. Two-hundred and sixty-seven Bases or 35 percent of the total participated in the Trip Mandate Rule. These Bases accounted for two percent of all FHV trips.

Table 3. FHV Accessibility Compliance Options

FHV Accessibility Rule	Total Bases	Share of Total FHV Trips
Trip Mandate	267	2%
Central Dispatch Exception	500	98%
Total	767	

Trip Mandate Rule

The Trip Mandate Rule requires that a fixed percentage of trips are serviced using a Wheelchair Accessible Vehicle (WAV), whether or not a passenger specifically requests one. By requiring a fixed percentage, the rule increases the presence of WAVs available for dispatch by for-hire vehicle (FHV) Bases, making them more readily available when a passenger requests one. The rules outlining the Trip Mandate Rule are found in 59B-17(c).

The Year 2 evaluation period was extended by three months to cover trips completed from July 2019 through September 2020. Bases were required to complete 10 percent of all trips in a wheelchair accessible vehicle during this time period.

Trip Mandate Rule Compliance Details

Performance

- A total of 267 bases were subject to the Trip Mandate Rule of providing at least 10 percent of trips in a wheelchair accessible vehicle. Compliance remained low with 42 bases meeting the requirement, which is 16 percent of the bases in the Trip Mandate (See Table 4).
- Although compliance with the Trip Mandate Rule is low, Bases in the Trip Mandate Rule dispatched only two percent of total FHV trips, while the Bases in the Central Dispatch Exception dispatched 98 percent of total FHV trips (See Table 3).
- Six percent of all trips serviced by Bases subject to the Trip Mandate Rule were provided by Wheelchair Accessible Vehicles during the year (See Table 5).
- A list of all Bases' compliance for Year 2 (July 2019 – September 2020) may be found in *Appendix A: Trip Mandate Base Compliance*

Table 4. Trip Mandate Rule Compliance Overview, Year 2

Trips in WAVs	Bases	Percent of Total
10% and Above	42	16%
Under 10%	225	84%
Total	267	

Table 5. Trip Mandate Rule Non-WAV/WAV Trips, Year 2 average

	Trips	Percent of Total
Non-WAV	3,157,783	94%
WAV	215,831	6%
Total	3,373,614	

Concerns and Outreach

- As the trip percentage requirements increase to fifteen percent in Year 3, compliance may further decrease.
- The TLC conducted outreach to Bases subject to the Trip Mandate Rule throughout Year 2. TLC informed Bases of the service requirements and the Open Enrollment period for Bases so they could consider affiliating with a dispatcher in the Central Dispatch Exception. These efforts did not yield an increase in the number of Bases joining the Central Dispatch Exception in 2020, but that likely reflects the impact of the pandemic as Bases may have been reluctant to enter into new contractual agreements with dispatchers while market conditions were still depressed.
- The TLC will continue outreach to Bases and assess the Trip Mandate Rule. TLC will implement appropriate enforcement actions for Bases that failed to comply, and work with them to identify paths for coming into compliance.

Recommendations

- Bases should demonstrate improvement in compliance on a quarterly basis.
- Bases that fail to demonstrate improvement in the percentage of WAV trips dispatched as required by the Trip Mandate Rule should affiliate with an approved accessible vehicle dispatcher and be subject to the Central Dispatch Exception. This option may be better suited for Bases who anticipate challenges meeting their compliance requirements in the upcoming evaluation periods.

Central Dispatch Exception

The Central Dispatch Exception allows for-hire vehicle (FHV) Bases to affiliate with a dispatcher who services wheelchair accessible vehicle (WAV) requests and is subject to a wait time requirement. Passengers must be able to request a WAV in the same manner they would a non-WAV service, and the FHV Base is responsible for working with their dispatcher to provide a WAV. The rules outlining the Central Dispatch Exception can be found in 59B-17(f).

TLC continuously monitors the dispatchers' compliance with the wait time requirements and evaluates overall compliance every year. The TLC evaluated compliance levels, service levels, and passenger feedback. If a dispatcher fails to meet the requirements, the TLC will provide the dispatcher 30 days to come into compliance with the response time requirement. Failure to come into compliance may result in termination of the dispatcher's approval.

At the beginning of 2019, TLC approved four companies to serve as accessible vehicle dispatchers: Exit Luxury, Lyft, Uber, and Via. In December 2019, Exit Luxury was removed as an approved dispatcher due to its consistent failure to meet the required wait time and provide service levels equivalent to a non-WAV request.

Bases affiliated with Exit Luxury had the opportunity to re-affiliate with another dispatcher after their removal as an approved accessible vehicle dispatcher. Bases that did not re-affiliate were then subject to the Trip Mandate for the Year 2 evaluation period.

In June 2020, the TLC provided an opportunity for Bases subject to the Trip Mandate rule to affiliate with a dispatcher during an "Open Enrollment" period for Year 3. The Open Enrollment also allows Bases affiliated with a dispatcher to switch dispatchers, and five Bases elected to do so.

Table 6. Central Dispatch Exception Participants, Year 2

WAV Dispatcher	Affiliated Bases
Lyft	79
Uber	366
Via	55
Total	500

COVID-19 has had an unprecedented impact on New York City's economy, including for-hire drivers and businesses licensed by the TLC. During the Year 2 evaluation period, dispatchers showed quarterly improvement before the series of public health measures that began in March 2020. Then, the economy came to a halt, people stayed home from work, and there was little to no traffic at our airports, no tourism, and no out of home entertainment. In March 2020, total trips requested of all dispatchers (Uber, Lyft, and Via) were 67 percent of the prior month, February 2020. In April 2020, total trips continued to fall to 38 percent of February's requests, the lowest levels during the Year 2 evaluation period. As a result of the decline in passenger requests, the TLC extended the evaluation periods to September 2020 to give Bases and dispatchers greater flexibility in meeting their compliance.

Table 7. Central Dispatch Exception Compliance Overview

WAV Dispatchers were required to dispatch 80 percent of trips in 15 minutes or less and 90 percent of trips in 30 minutes of less. WAV Dispatchers had to meet this minimum requirement for any single month from June to September 2020.

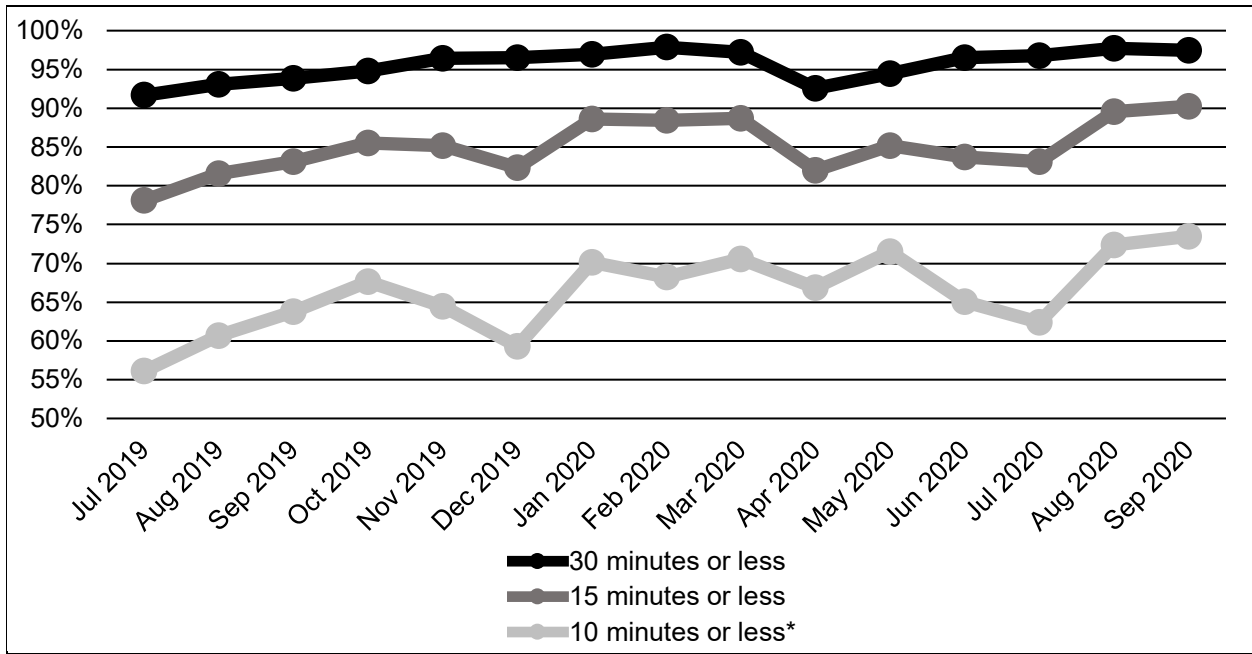
WAV Dispatcher	Total Requests	Total Completed	10 minutes or less**	15 minutes or less	30 minutes or less
June 2020*					
Lyft	2,513	2,490	47%	72%	96%
Uber	6,777	6,646	76%	91%	98%
Via	1,702	1,697	47%	71%	93%
July 2020					
Lyft	4,893	4,824	44%	72%	96%
Uber	8,910	8,737	72%	90%	98%
Via	2,337	2,331	63%	81%	95%
August 2020					
Lyft	5,677	5,631	66%	87%	98%
Uber	10,215	10,039	80%	93%	98%
Via	2,039	1,999	53%	77%	94%
September 2020					
Lyft	5,164	5,118	68%	90%	98%
Uber	14,109	13,814	79%	93%	98%
Via	1,372	1,314	40%	65%	91%
Minimum Requirement			NA	80%	90%

*The TLC extended the evaluation period by three months in response to the low trip levels seen in the FHV industry as a result of the COVID-19 pandemic.

**Not a requirement for Year 2

Figure 2. Percent of Trips Completed Under Required Times for All Dispatchers in the Central Dispatch Exception

The gradual increase in service levels has been a good sign of improvement for the dispatchers, particularly the percentage of trips completed in 30 minutes or less and in 15 minutes or less. The percentage of trips completed in 10 minutes or less appears to have recovered after the initial impacts from the pandemic, and TLC will continue monitoring the metrics headed into the Year 3 evaluation period.



*Not a requirement for Year 2

Lyft Compliance Details

Table 8. Lyft Compliance Details

Lyft Compliance	June	July	August	September	Minimum Requirement
Total Requests	2,513	4,893	5,677	5,164	
Percent under 15 minutes	72%	72%	87%	90%	80%
Percent under 30 minutes	96%	96%	98%	98%	90%

Based on submitted trip records as of 12/18/2020

Performance

- Although Lyft did not meet the compliance targets in June 2020, it did meet them in August and September 2020.
- In response to concerns raised by TLC, Lyft updated its passenger facing app, making it easier to select a Wheelchair Accessible Vehicle and making the service more accessible to the public.
- 79 Bases were affiliated with Lyft during the Year 2 evaluation period.

Concerns

- Lyft has not reported any trips originating from an affiliated Base since the start of the program in February 2019 until September 2020, including the Year 2 evaluation period and extension months of June, July, August, and September 2020.
- Lyft's passenger facing app displays a maximum passenger limit of one for Wheelchair Accessible Vehicle (WAV) requests, in contrast to a maximum limit of three passengers for non-WAV requests, despite the fact that most FHV WAVs can accommodate additional passengers.

Recommendations

- Lyft should provide evidence of training and outreach to affiliated Bases to ensure they understand and use Lyft's dispatcher service when a person requests a Wheelchair Accessible Vehicle through an affiliated Base.
- Lyft should resolve or clarify the passenger limitation (1 max passenger) concern for Wheelchair Accessible Vehicle requests in the passenger facing app.
- Lyft should continue marketing efforts to notify the general public of the availability of this service while continuing to engage with the community of people with disabilities in targeted marketing efforts.

Uber Compliance Details

Table 9. Uber Compliance Details

Uber Compliance	June	July	August	September	Minimum Requirement
Total Requests	6,777	8,910	10,215	14,109	
Percent under 15 minutes	91%	90%	93%	93%	80%
Percent under 30 minutes	98%	98%	98%	98%	90%

Based on submitted trip records as of 12/18/2020

Performance

- Uber met the Year 2 requirements in June 2020 and has maintained compliance as trip requests increased each month.
- 366 Bases were affiliated with Uber during the Year 2 evaluation period.
- Uber's affiliated Bases are dispatching trips using Uber's dispatcher service, making up about three percent of WAV trips serviced by Uber during the reporting period extension of June, July, August, and September.
- Uber has been working on a plan to synchronize apps of affiliated Bases with their dispatcher service, specifically through an application programming interface or "API" which could make servicing WAV requests easier for affiliated Bases therefore improving service and passenger experience. We expect this to be available during the Year 3 evaluation period.

Recommendations

- Uber should expand marketing efforts to notify the general public of the availability of this service while continuing to engage with the community of people with disabilities in targeted marketing efforts.
- Uber should provide further training and outreach to Bases to ensure they use Uber's dispatcher service when a person requests a Wheelchair Accessible Vehicle through an affiliated Base.

Via Compliance Details

Table 10. Via Compliance Details

Via Compliance	June	July	August	September	Minimum Requirement
Total Requests	1,702	2,337	2,039	1,372	
Percent under 15 minutes	71%	81%	77%	65%	80%
Percent under 30 minutes	93%	95%	94%	91%	90%

Based on submitted trip records as of 12/18/2020

Performance

- Although Via was unable to meet the compliance targets in June 2020, it was able to comply in July 2020.
- Despite a decline in wait time performance in August and September, Via has reported a quarterly improvement in meeting wait time requirements in Year 2 as required by TLC rules.
- 55 Bases were affiliated with Via during the Year 2 evaluation period.

Concerns

- Despite the reporting period extension, Via missed the requirement that it dispatch 80 percent of trips in under 15 minutes in June, August, and September.
- Via reports a low number of trips, 0.24 percent, originating from affiliated Bases dating back to the beginning of the program. During the reporting month of June, July, August, and September, Via serviced zero trips originating from an affiliated Base.
- There was a ban on shared rides during the pandemic which makes up the majority of Via's trips in New York City. This appears to have impacted Via's performance as an accessible vehicle dispatcher.

Recommendations

- Via should demonstrate quarterly improvement with the wait time requirements.
- Via should provide evidence of training and outreach to affiliated Bases to ensure they use Via's dispatcher service when a person requests a Wheelchair Accessible Vehicle.
- Via should provide evidence of marketing efforts to notify the general public of the availability of this service while continuing to engage with the community of people with disabilities in targeted marketing efforts.

Concerns

In the course of preparing this report, the TLC met online with all three approved accessible vehicle dispatchers. During these meetings the TLC reviewed each dispatcher's trip trends, operational structure, and marketing efforts and gave the dispatchers the opportunity to present on their progress and on the challenges faced during the year. The TLC has identified two areas of concern, which will be monitored and addressed in future reports.

1. Dispatchers are servicing a very low number of trips originating from affiliated Bases.

Despite some improvements with specific dispatchers, in general, dispatchers are servicing a very low number of trips originating from affiliated Bases. While the TLC focused on ensuring that affiliated Bases make the availability of a WAV service clear to customers and potential customers, it appears that affiliated Bases might still be unfamiliar with how to actually use their dispatcher's service. Staff at affiliated Bases may require more training to ensure the service is used correctly.

2. Dispatchers provide limited ability for passengers to select different types of WAVs.

Although different for each dispatcher, there is in general a limited ability for passengers who request WAVs to select the type of vehicle they want. Passengers have varying needs, which need to be accounted for by allowing them to select a vehicle with diverse characteristics. Some characteristics may include number of passengers, size of vehicle, or mode of entry.

Recommendations

The following recommendations are general and applicable to all three approved accessible vehicle dispatchers.

Dispatchers should demonstrate training and outreach to affiliated Bases to ensure proper use of dispatcher services.

Affiliated Bases must be ready to service WAV requests through the dispatchers. That means providing that service seamlessly so that it is equivalent to service for passengers who do not request a WAV. Dispatchers should demonstrate training and outreach to Bases to ensure proper use of dispatcher services, to make the request equitable for passengers who request WAVs.

Dispatchers should promote passenger awareness of the availability of WAV options by affiliated Bases.

Dispatchers and affiliated Bases must ensure that passengers can identify their WAV options and requested them in the same manner as their non-WAV options. Websites, pamphlets, or any other material that displays services provided by the dispatchers or affiliated Bases should clearly indicate the availability of wheelchair accessible vehicles.

Conclusion and Next Steps

Accessibility in the for-hire vehicle sector (FHV) has shown improvement, but the effects of COVID-19 are still resonating throughout the entire industry. The TLC believes the current regulatory framework is solid, and does not recommend any policy changes at this time. For the remainder of the compliance year, the TLC will focus its efforts on improving accessibility in the FHV sector in the following ways:

Enforcement: The TLC is pursuing enforcement action as appropriate against Bases and Dispatchers that do not fulfill the requirements of 59B-17(c) and 59B-17(f).

Compliance Monitoring: The TLC will continue monitoring performance of Bases and dispatchers. Additional reports may be posted online when necessary to inform the public about compliance with service requirements.

Public Outreach: The TLC will continue promoting accessibility and its availability in the FHV sector. The TLC's Office of Inclusion will continue its public awareness campaign to inform passengers of their rights to equivalent FHV service.

Stakeholder Engagement: The TLC will continue working with disability advocates, the for-hire industry, and other relevant partners such as the Mayor's Office for People with Disabilities (MOPD) to ensure the goal of equivalent service for all passengers with disabilities.

Open Enrollment Periods: The TLC will continue providing opportunities for Bases to affiliate with dispatchers with the Central Dispatch Exception during Open Enrollment periods.

Additionally, COVID-19 and the resulting public health measures will continue to be considered as the TLC moves forward in addressing accessibility challenges in the Year 3 evaluation period.

Appendix A. Trip Mandate Base Compliance

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
185 MALTA CAR SERVICE LLC	B02557	11,385	0	11,385	0%	Fail
28 EXPRESS INC.	B03135	1,569	0	1,569	0%	Fail
2S LUXURY INC.	B03287	741	0	741	0%	Fail
510 BLACK CAR CORP.	B03276	365	0	365	0%	Fail
5J TRANSPORTATION INC.	B03020	15,476	1,146	14,330	7%	Fail
7 OCEAN EXPRESS INC.	B00559	3,135	397	2,738	13%	Pass
A & J CAR SERVICE CORP	B03187	19,936	0	19,936	0%	Fail
A & R GOLDEN EXP INC	B01091	44,220	0	44,220	0%	Fail
ABA LUXURY CAR INC.	B03297	513	55	458	11%	Pass
ABIAN TRANSPORTATION INC.	B03173	1,343	1	1,342	0%	Fail
ABT LIMOUSINE SERVICE INC	B01693	369	0	369	0%	Fail
ACAPOLCO EXPRESS	B02330	2,359	0	2,359	0%	Fail
ACTIVE EXPRESS CAR & LIMO 2	B02756	5,597	135	5,462	2%	Fail
ADMIRE LLP LLC	B02173	991	0	991	0%	Fail
ADON	B02962	8,248	690	7,558	8%	Fail
ADVANCED LUXURY LIMO SVC. INC.	B02833	4,048	0	4,048	0%	Fail
ADVANTAGE LIMO OF NY INC	B02980	869	0	869	0%	Fail
ALEX EXP C/L INC	B01398	267	0	267	0%	Fail
ALFRED EXECUTIVE TRANSPORTATION	B02774	1,567	11	1,556	1%	Fail
ALLSTATE PRIVATE CAR & LIMO,INC	B01899	217,311	73,607	143,704	34%	Pass
ALWAYS READY C/S	B01420	3,618	0	3,618	0%	Fail
AMBAR TRANSPORTATION INC.	B03080	54,029	66	53,963	0%	Fail
AMERICAN DREAM CAR SERVICE INC.	B01734	147	0	147	0%	Fail
APOLLO RADIO DISPATCH INC.	B02107	87,401	0	87,401	0%	Fail
APPLE RADIO CARS INC	B00318	26,028	951	25,077	4%	Fail
APPROACH QUALITY TRANSPORTATION, LLC	B02951	3,609	0	3,609	0%	Fail
ARECIBO C/S INC	B01346	28,101	744	27,357	3%	Fail
ARECIBO EXPRESS INC.	B03240	1,773	201	1,572	11%	Pass
ARMONY TRANSPORTATION INC.	B03280	1,089	0	1,089	0%	Fail
ARROW TRANSPORTATION	B01309	1,916	0	1,916	0%	Fail
ASCONA CAR SERVICE INC.	B02658	14,932	96	14,836	1%	Fail
ASSURE CAR SERVICES INC	B03121	13	0	13	0%	Fail
AZTECA EXPRESS	B00131	2,504	0	2,504	0%	Fail
BAMADU CAR SVCE	B00746	1,234	0	1,234	0%	Fail
BELTWAY CAR SERVICE	B03110	3,681	0	3,681	0%	Fail
BIG "O" LIMO CORP	B03231	295	67	228	23%	Pass
BLACK CAR EXPRESS.COM CORP	B03022	1,238	638	600	52%	Pass
BLADE	B03316	31	0	31	0%	Fail

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
BLESSING TRANSPORTATION GROUP INC	B02972	6,286	972	5,314	15%	Pass
BLUE LANE CAR SERVICE INC	B00991	2,247	206	2,041	9%	Fail
BOULEVARD OPERATING INC.	B00369	3,020	0	3,020	0%	Fail
BUSHWICK CAR SVCE INC	B00693	3,648	0	3,648	0%	Fail
BWJ GROUP INC	B02737	4,795	0	4,795	0%	Fail
C & A BLACK CAR CORP.	B02917	9,431	0	9,431	0%	Fail
CALL THREES LLC	B02491	848	263	585	31%	Pass
CAPRICE CAR SERVICE NO.2,INC	B03243	16,195	0	16,195	0%	Fail
CAR ON TIME	B02219	343	97	246	28%	Pass
CARIBE CAR SERVICE	B01745	12,801	0	12,801	0%	Fail
CHAUFFEURED EXECUTIVE TRANSPORTATION LLC	B02522	5,022	0	5,022	0%	Fail
CHURCH AVENUE EXPRESS INC	B02799	33,239	0	33,239	0%	Fail
CIBAO 2 INC.	B03239	16,348	0	16,348	0%	Fail
CITYROAD	B03143	3	0	3	0%	Fail
CLEAN AIR CAR SERVICE AND PARKING CORP.	B02531	44,188	0	44,188	0%	Fail
COMFORT LIMO NYC	B03314	231	0	231	0%	Fail
COOL WAY TECHNOLOGY, INC.	B03142	7,872	299	7,573	4%	Fail
COOP CAR CARE INC	B03184	384	0	384	0%	Fail
CORPORATE CAR LTD.	B02664	1,027	0	1,027	0%	Fail
COZY TRANSIT	B02532	7,820	1,494	6,326	19%	Pass
DD&SON,LLC	B03198	212	29	183	14%	Pass
DELTA CARS	B01808	27,880	0	27,880	0%	Fail
DIGITAL CAR SERVICE	B01739	3,896	0	3,896	0%	Fail
DISCOUNT CAR SVCE	B01311	9,058	0	9,058	0%	Fail
DLS TRANSPORTATION CORP.	B02846	49,556	5,519	44,037	11%	Pass
DOMINICANA RAD DISP INC	B01066	40,304	529	39,775	1%	Fail
DREAMLAND CAR & LIMO.SVC INC.	B01979	5,759	803	4,956	14%	Pass
EAGLE CAR & LIMO LTD.	B01424	2,139	1,059	1,080	50%	Pass
EASTERN CAR SVCE	B00823	28,006	169	27,837	1%	Fail
EASTERN LUXURY, INC.	B02207	40	0	40	0%	Fail
ECAR NEW YORK	B01964	20,924	0	20,924	0%	Fail
ECKFORD CAR SERVICE	B01529	14,671	0	14,671	0%	Fail
EMPIRE TRANSPORTATION SERVICE INC.	B01821	14,696	0	14,696	0%	Fail
ERNEST SCHWARZ INC	B00208	725	0	725	0%	Fail
EVERY WHERE LIMO SERVICE INC.	B02860	2,752	234	2,518	9%	Fail
EVERYWHERE CAR SERVICE	B01600	3,750	300	3,450	8%	Fail
EXCELLENT LIMOUSINE	B02360	586	0	586	0%	Fail
EXCELSIOR CAR & LIMO, INC.	B00202	2,822	537	2,285	19%	Pass
EXPERT TRANSPORTATION	B03193	1,152	717	435	62%	Pass
EXTRA CAR SERVICE LLC	B03204	1,585	27	1,558	2%	Fail

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
FANNY RADIO DISPATCHER SERVICE INC.	B02942	4,153	0	4,153	0%	Fail
FAST CITY CAR & LIMO SVC INC.	B02311	32,049	0	32,049	0%	Fail
FASTRIDE LIMO INC.	B03246	1,798	0	1,798	0%	Fail
FENIX MOBILE DISPATCHERS LTD	B02594	9,474	0	9,474	0%	Fail
FENIX XL CAR AND LIMO SERVICE CORP.	B02563	128,133	509	127,624	0%	Fail
FIFTH AVENUE CAR LIMO SERVICE	B02674	44,575	5,524	39,051	12%	Pass
FINESSE GROUP LIMOUSINE,INC.	B02254	13,042	2,411	10,631	18%	Pass
FINEST CAR SERVICE, LLC	B02182	70,810	7,133	63,677	10%	Pass
FIVE STAR	B01466	14,903	0	14,903	0%	Fail
FIVE STAR LUXURY INC.	B02819	570	83	487	15%	Pass
FLUSHING LIMOUSINE TRANSPORTATION SERVICE CORP.	B03285	20,423	0	20,423	0%	Fail
FOUR TWO'S PVT C/S	B00445	85,083	6,466	78,617	8%	Fail
FRIENDLY BEST-WAY TRANSPORTATION, INC.	B00531	19,338	9,111	10,227	47%	Pass
G.T.N.Y. CAR SERVICE, INC.	B01678	895	160	735	18%	Pass
GENESIS LUXURY TRANSPORTATION CORP.	B02998	22,971	0	22,971	0%	Fail
GEORGE TOWN MANAGEMENT INC	B01081	12,516	6,080	6,436	49%	Pass
GLEN BELLE CAR SERVICE	B01250	8,300	0	8,300	0%	Fail
GLIDE LUXURY TRANSPORTATION, INC	B02891	924	0	924	0%	Fail
GO GREENRIDE	B02569	3,435	0	3,435	0%	Fail
GO MY SEDAN LLC	B02990	9,644	0	9,644	0%	Fail
GOLDEN-TOWN CAR & LIMOUSINE SERVICE INC.	B00955	3,885	0	3,885	0%	Fail
GOOD DAY TRANSPORTATION INC	B03011	586	237	349	40%	Pass
GOOD FRIENDS CAR SERVICE INC	B02989	18,388	525	17,863	3%	Fail
GRAVITAS PRIMO,LLC	B02921	46	0	46	0%	Fail
GREENLIGHT TRANSPORTATION SERVICE	B03211	144	0	144	0%	Fail
GTS TRANSPORTATION	B03248	230	0	230	0%	Fail
GULF LUXURY INC	B02963	1,156	0	1,156	0%	Fail
HADERECH CAR SERVICE INC	B01351	1,749	165	1,584	9%	Fail
HAMPTON'S TRANSPORTATION SERVICE INC.	B03093	112	0	112	0%	Fail
HERMANY LIMO TRANSPORTATION LLC	B03023	17,969	0	17,969	0%	Fail
HIGHLAND TRANSPORTATION MANAGEMENT CORP.	B03171	25,521	553	24,968	2%	Fail
HINO-MARU ENTERPRISES INC.	B00552	762	0	762	0%	Fail
HOWARD CAR SERVICE, INC.	B00210	2,306	229	2,077	10%	Fail
HOYT LIMO & SERVICE CORP.	B03266	86,875	237	86,638	0%	Fail
HYBRID LIMO EXPRESS INC.	B02248	5,485	671	4,814	12%	Pass
I + I TRANSPORTATION	B02127	844	0	844	0%	Fail
IMMEDIATE LUXURY CAR & LIMO SERVICE INC.	B02554	52	0	52	0%	Fail
IMPERIUM TRANS GROUP INC	B03162	58,526	411	58,115	1%	Fail
INFINITY LIMO	B01928	199	0	199	0%	Fail
IOT SERVICES, LLC	B03137	200	165	35	83%	Pass

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
ISLANDER TRANS	B03046	2,648	26	2,622	1%	Fail
JARPA TRANSPORTATION CORP.	B03281	1,064	30	1,034	3%	Fail
JBE LIMO, INC	B03094	350	0	350	0%	Fail
JD XPRESS INC.	B03107	23,538	3,011	20,527	13%	Pass
JETSET TRANSPORTATION CORP.	B03256	431	0	431	0%	Fail
JEWEL CAR SERVICE	B01128	5,995	0	5,995	0%	Fail
JRIDE	B02539	2,340	0	2,340	0%	Fail
JUN'S LIMOUSINE AND CAR SERVICE LLC	B02934	3,047	0	3,047	0%	Fail
JUPITER SELECT LLC	B03202	3,650	0	3,650	0%	Fail
JUST A MOMENT CAR SERVICE INC	B03144	5,698	561	5,137	10%	Fail
KAYL INC.	B03196	313	0	313	0%	Fail
KEW GARDENS ENTERPRISES INC.	B00337	15,144	0	15,144	0%	Fail
KID CAR NY, LLC	B03269	1,337	0	1,337	0%	Fail
KIDMOTO TECHNOLOGIES LLC	B03206	1,256	73	1,183	6%	Fail
KINGSBAY CAR SERVICE INC	B00151	384	64	320	17%	Pass
KINGSDALE DISPATCH INC	B02037	7,834	755	7,079	10%	Fail
KOOP DISPATCHING INC.	B00419	16,922	155	16,767	1%	Fail
L & J LOGISTICS CORP.	B03200	203	0	203	0%	Fail
LA NORTENA CAR & LIMO INC	B03106	2,097	0	2,097	0%	Fail
LIMO SEVEN TRANSPORTATION INC	B02795	50,718	1,959	48,759	4%	Fail
LIMO TRIBE INC	B03197	53	0	53	0%	Fail
LINDEN EXPRESS CAR SERVICES INC.	B01700	8,553	0	8,553	0%	Fail
LOS PAISANOS LUXURY C/S INC.	B02517	8,570	0	8,570	0%	Fail
LULU CAR SERVICES	B02661	5,646	0	5,646	0%	Fail
LUXUS LIMO LLC	B03261	369	0	369	0%	Fail
MADISON LIMOUSINE INC	B02167	588	0	588	0%	Fail
MAGNIFICENT 7'S ENTP INC	B00855	23,615	0	23,615	0%	Fail
MALCOLM LIMO EXPRESS CORP.	B02657	20,550	0	20,550	0%	Fail
MARIACHI CAR SERVICE INC	B02856	5,864	0	5,864	0%	Fail
MASADA II C/L SVC INC	B01244	2,781	0	2,781	0%	Fail
MATAMOROS CAR SERVICE INC.	B02279	72,187	0	72,187	0%	Fail
MAXI LUXURY CARS CORP.	B03257	9,912	0	9,912	0%	Fail
MCW CAR & LIMO INC.	B02453	17	0	17	0%	Fail
MDM TRANSPORTATION CORP.	B03275	4,842	92	4,750	2%	Fail
MERRICK C/S INC	B00346	10,111	0	10,111	0%	Fail
METROPOLITAN MULTIPLEX CAR SERVICE CORP.	B02004	7,142	0	7,142	0%	Fail
MIKE'S VIP TRANSPORTATION INC.	B03113	7,529	233	7,296	3%	Fail
MITA LIMOUSINE, INC.	B03286	764	0	764	0%	Fail
MJ LUXURY INC.	B03139	7,047	0	7,047	0%	Fail
MOBILE #1 CAR SERVICE INC.	B01492	70	0	70	0%	Fail

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
MORELOS CAR SERVICE INC.	B03100	2,293	0	2,293	0%	Fail
MORENITA EXPRESS CAR SERVICE INC.	B02463	1,845	0	1,845	0%	Fail
MURRAY'S LIMOUSINE SERVICE INC.	B02175	267	0	267	0%	Fail
MY SEDAN LLC	B02406	3,014	0	3,014	0%	Fail
MYLE WORLDWIDE INC	B03284	4,437	331	4,106	7%	Fail
NATANYA TRANSPORTATION	B01269	11,436	0	11,436	0%	Fail
NAVI TRANSPORTATION INC.	B03116	10,698	4,255	6,443	40%	Pass
NBT TRANSPORTATION INC	B02809	4,929	0	4,929	0%	Fail
NEW BUSHWICK LUXURY INC.	B02472	43,738	0	43,738	0%	Fail
NEW PRONTO TRANSP INC	B01436	2,620	182	2,438	7%	Fail
NEW YORK FIRST CLASS	B01949	5,426	274	5,152	5%	Fail
NEZA EXPRESS INC.	B03268	1,529	0	1,529	0%	Fail
NORWOOD CAR @ LIMO INC.	B03283	5,907	0	5,907	0%	Fail
NORWOOD TRANSPORTATION INC	B03205	4,945	0	4,945	0%	Fail
NY CAR & LIMO SERVICES INC.	B02902	19	0	19	0%	Fail
NYBC LUXURY LIMOUSINE LLC.	B03130	462	0	462	0%	Fail
NYC FLY WHEELS INC.	B02832	5,759	2,656	3,103	46%	Pass
NYC TWO WAY INC.	B00412	57,408	10,563	46,845	18%	Pass
NYMEX CAR SERVICE	B01995	43,664	0	43,664	0%	Fail
ODYSSEY GLOBAL TRANSPORTATION & LIMO LLC.	B01183	11,385	0	11,385	0%	Fail
OLLIE'S AIRPORT SERVICE	B01679	7,214	0	7,214	0%	Fail
OLYMPIA OPERATING CAR SERVICE OF NY CORP.	B00906	16,402	1,644	14,758	10%	Pass
OMEGA CAR SERVICE INC.	B00833	4,862	0	4,862	0%	Fail
ON TIME CAR SERVICE	B01653	40,783	0	40,783	0%	Fail
OPTIMUM CAR & LIMO, INC.	B02110	17,956	2,197	15,759	12%	Pass
OUTSIDE'S CAR SERVICE INC.	B02803	102,430	4,303	98,127	4%	Fail
PALPAL LIMO	B02240	2,100	0	2,100	0%	Fail
PARAMOUNT TRANSPORT INC.	B03209	260	0	260	0%	Fail
PARSONS CAR SERVICE	B01510	6,169	0	6,169	0%	Fail
PASEO TRANSPORTATION INC.	B03220	1,119	85	1,034	8%	Fail
PAXXIA LUXURY CORP.	B03226	2,577	47	2,530	2%	Fail
PEGASUS TRANSPORT SERVICE INC.	B02180	265	0	265	0%	Fail
PERFECT LIMO SERVICE, INC.	B02106	52	0	52	0%	Fail
PETER EXECUTIVE LIMOUSINE, CORP	B02408	864	0	864	0%	Fail
PIA CAR LIMO. INC.	B02346	7	0	7	0%	Fail
PLUSH SERVICES CORP	B02418	8,119	0	8,119	0%	Fail
PREFERRED CARE TRANSPORTATION SERVICE,INC	B02783	23,690	1,446	22,244	6%	Fail
PRESIDENTIAL LUXURY LIMO INC.	B02699	7,854	0	7,854	0%	Fail
PRIMARY TRANSPORTATION CORP	B03213	208	0	208	0%	Fail
PROMINENT CAR & LIMO	B02055	9,115	2,383	6,732	26%	Pass

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
PROSPECT LUXURY CAR SERVICE	B03057	20,598	0	20,598	0%	Fail
PUERTO RICO CAR SERVICE INC.	B01273	5,519	0	5,519	0%	Fail
PUERTO RICO EXPRESS BLACK LUXURY INC	B02909	10,414	0	10,414	0%	Fail
Q FAMILY DIGITAL DISPATCH CORP.	B03247	128	0	128	0%	Fail
QUALITY CAR SVCE	B00975	6,561	0	6,561	0%	Fail
QUDOS FLEET NEW YORK 1 LLC	B03096	446	8	438	2%	Fail
QUEENS VILLAGE INC.	B00031	3,130	0	3,130	0%	Fail
R TRANSPORT INC	B01614	3,079	55	3,024	2%	Fail
RECHEV OF BROOKLYN INC	B00727	12,056	0	12,056	0%	Fail
RED OAK TRANSPORTATION	B02008	133	0	133	0%	Fail
RELY-ON-US CAR SERVICE INC	B03117	1,035	32	1,003	3%	Fail
REYNO CAR SVC, INC.	B00222	18,081	458	17,623	3%	Fail
REYNO,INC.	B03002	57,285	3,725	53,560	7%	Fail
RIDE SMART CORP.	B03128	20,463	2,479	17,984	12%	Pass
RINCON TRANSPORTATION LLC	B03199	3,161	0	3,161	0%	Fail
RISE AND SHINE TRANSPORTATION INC.	B03140	1,817	0	1,817	0%	Fail
RITZY TRANSPORTATION CORP.	B03263	690	0	690	0%	Fail
ROCHDALE CAR SERVICE INC.	B02335	1,167	0	1,167	0%	Fail
ROCKAWAY VIP SERVICE INC.	B01540	8,822	0	8,822	0%	Fail
S.I. SPEED INC.	B01537	24,679	0	24,679	0%	Fail
SALAM CAR SERVICE INC.	B03250	4,625	0	4,625	0%	Fail
SCORPIO FIVE STAR CAR & LIMO SERVICE INC	B02944	16,791	0	16,791	0%	Fail
SEAMAN EXPRESS CORP.	B02892	200	0	200	0%	Fail
SEASIDE CAR SERVICE	B01482	17,386	0	17,386	0%	Fail
SEAVIEW ISLAND CAR SERVICE	B02793	179	0	179	0%	Fail
SELECT TRANS,INC	B03111	6,666	134	6,532	2%	Fail
SEMPERIDE LLC	B02787	228	125	103	55%	Pass
SEVENTH AVE CAR SERVICE	B00692	30,407	0	30,407	0%	Fail
SHOWTIME TRANSPORTATION CORP.	B02762	18,149	0	18,149	0%	Fail
SIGNATURE BLACK CAR LLC	B02925	5,688	2	5,686	0%	Fail
SIMPLE CARS LLC.	B03125	2,729	186	2,543	7%	Fail
SKYWAY CAR SERVICE	B01593	3,195	0	3,195	0%	Fail
SKYWAY CAR SERVICE EXPRESS INC.	B01332	1,961	0	1,961	0%	Fail
SKYWAY EXECUTIVE SERVICE, INC	B02841	2,211	0	2,211	0%	Fail
SPOTON.PET LLC	B03158	1,081	39	1,042	4%	Fail
ST.ALBANS-HOLLIS CAR SERVICE INC.	B01958	41,081	685	40,396	2%	Fail
STS LUXURY, INC	B03047	40,202	1,221	38,981	3%	Fail
SUN LIGHT CAR AND LIMO	B03194	4,660	0	4,660	0%	Fail
SURF CAR SYSTEMS INC	B00429	37,315	3,919	33,396	11%	Pass
TEMPO TRANSPORTATION CORP.	B03254	83	0	83	0%	Fail

Base Name	Base Number	Total Trips	WAV	Non-WAV	% WAV	Pass/Fail
THE NEW SPANISH CAR & LIMO INC	B03007	1,284	0	1,284	0%	Fail
TRELAWNY CAR SERVICE INC	B02505	1,807	0	1,807	0%	Fail
TREMONT DISPATCHING CORP	B00401	5,441	0	5,441	0%	Fail
TURING ENTERPRISES INC.	B03166	5,639	374	5,265	7%	Fail
TWR CAR & LIMO, INC.	B02133	152,917	12,007	140,910	8%	Fail
U1ST TRANSPORTATION SERVICES LLC	B03242	1,619	0	1,619	0%	Fail
ULTIMATE BLACK CAR CORP.	B03127	3,244	413	2,831	13%	Pass
UNICAR LUXURY INC.	B02369	1,104	0	1,104	0%	Fail
UNITED CAR & LIMO SERVICE	B01629	13,535	2,818	10,717	21%	Pass
UNITED EXP C/L SVCE	B01109	38,427	547	37,880	1%	Fail
UNITED LIMO C/M SVC CORP	B01009	3,666	376	3,290	10%	Pass
UPPER CAR SERVICE	B02320	6,706	0	6,706	0%	Fail
UPTOWN TRANSIT CORP	B00850	6,051	0	6,051	0%	Fail
V R WORLDWIDE INC	B02848	111	0	111	0%	Fail
VELOTAX CAR SERVICE	B01470	24,270	1,772	22,498	7%	Fail
VELOTAX CAR SERVICE	B03236	2,545	231	2,314	9%	Fail
VIEW	B02447	239	1	238	0%	Fail
VISMAR RADIO DISPATCH INC.	B02760	424	0	424	0%	Fail
VOYAGER'S CAR & LIMO, INC	B03059	704	0	704	0%	Fail
VPZ EXECUTIVE LIMO	B03092	10,731	0	10,731	0%	Fail
W.K. CAR & LIMO SERVICE INC	B01721	20,272	0	20,272	0%	Fail
W.K.EXPRESS LIMO SERVICE INC	B02956	27	0	27	0%	Fail
WHITE TOP CAR SVCE INC	B03299	8,573	0	8,573	0%	Fail
WIZ LIMO TRANSIT INC.	B02806	118	0	118	0%	Fail
XPRESS TRANSPORT & MULTI SERVICE INC.	B02293	97,691	13,589	84,102	14%	Pass
YERUSHALAYIM CAR&LIMO INC	B02839	8,524	0	8,524	0%	Fail
YERZ CAR INC.	B03145	215	0	215	0%	Fail
ZAPP CAR SERVICE INC.	B03000	42	0	42	0%	Fail
ZION CAR SERVICE INC.	B01029	2,301	581	1,720	25%	Pass