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Commissioner

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To whom it may concern,

I, Alex Elegudin, am the Accessibility Program Manager at New York City Taxi and Limousine Commission (TLC) and am responsible for managing the Manhattan Accessible Dispatch Program (Program).

Metro Taxi has been the vendor operating and administering the Program since its inception in 2012. Metro Taxi played an integral role in helping implement this first-of-its-kind Program to provide accessible taxi service to New Yorkers with disabilities. They worked with technology providers to develop the dispatch technology that is used in unison with the standard NYC taxi meter and trip recording equipment, which is a key component to the functioning of the Program. They have worked with the TLC to keep the technology upgraded and implemented improvements as times have evolved.

As part of Program operations, Metro Taxi has had to engage with the entire wheelchair-accessible taxi fleet of the NYC taxi industry, including taxi fleets, owners, and agents, to get every wheelchair-accessible taxi on to the dispatch system. From about 200 wheelchair-accessible vehicles at the start of the Program to nearly 2,000 vehicles participating today, the Program has grown significantly with Metro Taxi playing a large role in the expansion.

Metro Taxi has worked diligently to meet the service levels prescribed by the TLC for on-demand service through a challenging program launch and 5 years of significant industry fluctuations. They have worked to address the concerns of both the TLC and program customers through creative thinking to provide effective solutions to challenging and large scale issues in the vast NYC market.

Lastly, the TLC has a vast set of regulations addressing the operation of the Program and how licensees in the NYC taxi industry must engage with the Program. Metro Taxi has been a helpful partner not only in following these regulations, but also in helping the TLC to make sure taxi owners and drivers operate in compliance with these TLC regulations.

Please feel free to contact me at 212.676.1115 or alex.elegudin@tlc.nyc.gov if any further information is needed.

Sincerely,

Alex Elegudin, Accessibility Program Manager
New York City Taxi and Limousine Commission