



## PHILADELPHIA PARKING AUTHORITY TAXICAB AND LIMOUSINE DIVISION

### **Authorized WAV Dispatcher Communication Method**

A wheelchair-accessible vehicle (WAV) taxicab dispatcher shall maintain a means of immediate and simultaneous telephone, internet or other electronic communication with every taxicab dispatcher that is approved in advance by the Authority. The Authority has determined that the following means of communication shall be utilized by every authorized taxicab dispatcher in the event that immediate and simultaneous communication is necessary:

If a dispatcher cannot provide a WAV taxicab upon request, then that dispatcher shall forward an email to every WAV taxicab dispatcher and the Taxicab and Limousine Division (“TLD”) using the attached “WAV Service Request Email Transmission Cover Sheet” to the following email addresses:

TLD	<a href="mailto:TLDEnforcement@philapark.org">TLDEnforcement@philapark.org</a> <a href="mailto:WSchmid@philapark.org">WSchmid@philapark.org</a>
215 Get-A-Cab*	<a href="mailto:wavrequest@215getacab.com">wavrequest@215getacab.com</a>
City Cab Co., Inc.*	<a href="mailto:phillycitycab@gmail.com">phillycitycab@gmail.com</a>
Germantown Taxicab*	<a href="mailto:joey@germantowncab.com">joey@germantowncab.com</a> <a href="mailto:derek@germantowncab.com">derek@germantowncab.com</a> <a href="mailto:malik@germantowncab.com">malik@germantowncab.com</a> <a href="mailto:mike@germantowncab.com">mike@germantowncab.com</a>
Yellow Cab	<a href="mailto:allthrees@msn.com">allthrees@msn.com</a>
Philadelphia Taxicab Co.	<a href="mailto:philadelphiataxi@verizon.net">philadelphiataxi@verizon.net</a>

\*WAV Certified

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- In the event that a WAV taxicab dispatcher cannot provide a WAV taxicab to a requesting customer within 45 minutes, the request for service shall be forwarded by the WAV taxicab dispatcher to every other WAV taxicab dispatcher and to the TLD through the above procedure.
- In the event that a standard taxicab dispatcher receives a request for WAV service, the request shall be forwarded by the taxicab dispatcher to every WAV taxicab dispatcher and to the TLD through the above procedure.
- The forwarding taxicab dispatcher shall include in its “WAV Service Request Email Transmission Cover Sheet” **all of the information** necessary to provide the requested service, including the following:
  1. The time the request was received by the forwarding taxicab dispatcher;
  2. The time that the service is requested to begin;
  3. The location where the WAV taxicab is expected to appear to initiate service;
  4. The telephone number and other contact information of the person requesting the service, if available;
  5. The time that the forwarding taxicab dispatcher would be able to initiate the service, if at all; and
  6. Any other information required to be completed in “WAV Service Request Email Transmission Cover Sheet”
- A WAV taxicab dispatcher **shall immediately accept** the request that was forwarded if the dispatcher can provide a WAV taxicab as requested before the forwarding dispatcher and sooner than any other WAV dispatcher **OR** a WAV taxicab dispatcher **shall immediately reject** the request as forwarded if it is unable to provide a WAV taxicab any sooner than the forwarding WAV dispatcher. An acceptance or rejection of the requested WAV service shall be done by replying to the email of the forwarding dispatcher and shall also include all WAV dispatchers and the TLD (i.e. “reply all”).
- If the request for service is not accepted, the forwarding WAV taxicab dispatcher shall provide the service at the time it is able to initiate the service.
- **Acceptance or rejection of the forwarded request shall be simultaneously communicated by email to the TLD and all other WAV taxicab dispatchers through the email addresses listed above (i.e. “reply all”).**

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Only a WAV taxicab dispatcher may dispatch WAV medallion taxicabs and only a certificated WAV taxicab driver may provide taxicab service in a WAV taxicab.

Therefore, upon receipt of a request for WAV taxicab service (whether from a potential customer or a taxicab driver), a **dispatcher not authorized to dispatch WAV taxicabs** shall immediately forward the potential customer's request to the WAV taxicab dispatchers and TLD through the procedure identified above.

**All WAV taxicab dispatchers shall immediately notify the TLD Administration Department in writing if any of the email addresses identified above shall be changed for purposes of the authorized WAV dispatcher communication method.**

Please refer to 52 Pa. Code § 1019.8 (relating to dispatcher requirements) for more information concerning WAV taxicab dispatcher requirements.

Updated January 2020



## WAV SERVICE REQUEST EMAIL TRANSMISSION COVER SHEET

Date: \_\_\_ / \_\_\_ / \_\_\_

	FROM (CHECK ONE)		TO (CHECK ALL)
	<b>215-Get-A Cab</b> <a href="mailto:wavrequest@215getacab.com">wavrequest@215getacab.com</a>		<b>215-Get-A Cab</b> <a href="mailto:wavrequest@215getacab.com">wavrequest@215getacab.com</a>
	<b>City Cab Co.</b> <a href="mailto:phillycitycab@gmail.com">phillycitycab@gmail.com</a>		<b>City Cab Co.</b> <a href="mailto:phillycitycab@gmail.com">phillycitycab@gmail.com</a>
	<b>Germantown Taxicab</b> <a href="mailto:joey@germantowncab.com">joey@germantowncab.com</a> <a href="mailto:derek@germantowncab.com">derek@germantowncab.com</a> <a href="mailto:malik@germantowncab.com">malik@germantowncab.com</a> <a href="mailto:mike@germantowncab.com">mike@germantowncab.com</a>		<b>Germantown Taxicab</b> <a href="mailto:joey@germantowncab.com">joey@germantowncab.com</a> <a href="mailto:derek@germantowncab.com">derek@germantowncab.com</a> <a href="mailto:malik@germantowncab.com">malik@germantowncab.com</a> <a href="mailto:mike@germantowncab.com">mike@germantowncab.com</a>
	<b>TLD Enforcement</b> <a href="mailto:TLDEnforcement@philapark.org">TLDEnforcement@philapark.org</a> <a href="mailto:Wschmid@philapark.org">Wschmid@philapark.org</a>		<b>TLD Enforcement</b> <a href="mailto:TLDEnforcement@philapark.org">TLDEnforcement@philapark.org</a> <a href="mailto:Wschmid@philapark.org">Wschmid@philapark.org</a>
	<b>Yellow Cab</b> <a href="mailto:allthrees@msn.com">allthrees@msn.com</a>		
	<b>Philadelphia Taxicab Co.</b> <a href="mailto:Reservations@philataxicab.net">Reservations@philataxicab.net</a>		

**Time Call Received:** \_\_\_\_\_ **Requestor's Phone #** \_\_\_\_\_

**Name of Customer:** \_\_\_\_\_ **Time Shared w/ WAV Dispatchers:** \_\_\_\_\_

**Time that Service is Requested to Begin:** \_\_\_\_\_

**Time that Forwarding Dispatcher is able to Initiate Service (if service cannot be provided at all simply write "N/A"):** \_\_\_\_\_

**Pick-Up:** \_\_\_\_\_

**Drop Off:** \_\_\_\_\_

**Name of Person Placing Request for Customer (if applicable or N/A):** \_\_\_\_\_

**Special Instructions:** \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_