



## PHILADELPHIA PARKING AUTHORITY TAXICAB AND LIMOUSINE DIVISION

### Authorized WAV Dispatcher Communication Method

A WAV taxicab dispatcher shall maintain a means of immediate and simultaneous telephone, internet or other electronic communication with every WAV 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 WAV taxicab dispatcher in the event that immediate and simultaneous communication is necessary:

A fax shall be forwarded to every WAV taxicab dispatcher and the Taxicab and Limousine Division (“TLD”) using the attached “WAV Service Request Fax Transmission Cover Sheet” to the following fax numbers:

TLD	(215) 683-9452
215 Get A Cab	(215) 744-2300
City Cab Co., Inc.	(215) 365-0883
Freedom Taxi Association LLC	(215) 383-3609

- In the event that a WAV taxicab dispatcher cannot provide a WAV taxicab to a requesting customer within 20 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.
- The forwarding WAV taxicab dispatcher shall include in its “WAV Service Request Fax 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 WAV 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 WAV 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 Fax Transmission Cover Sheet”

- A WAV taxicab dispatcher shall immediately accept the request forwarded as described above if the dispatcher can provide a WAV taxicab as requested before the forwarding dispatcher and sooner than any other WAV dispatcher.
- 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 of the forwarded request shall be simultaneously communicated by fax to the TLD and all other WAV taxicab dispatchers through the fax numbers listed above.

Only a WAV taxicab dispatcher may dispatch WAV 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 contact information and location 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 fax numbers 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.



## WAV SERVICE REQUEST FAX TRANSMISSION COVER SHEET

Dispatch Requesting WAV Service - \_\_\_\_\_ Date: \_\_/\_\_/\_\_

- 215 GETA CAB                      FAX# 215-744-2300
- Freedom Taxi Association              FAX# 215- 383-3609
- City Cab Company, Inc.              FAX# 215-365-0883
- TLD Enforcement                      FAX# 215-683-9452

Time Call Received: \_\_\_\_\_ Phone # \_\_\_\_\_

Location of Service Pickup: \_\_\_\_\_ Staff: \_\_\_\_\_

Time Call Shared w/ Other WAV Dispatchers: \_\_\_\_\_

WAV Dispatch Taking Assignment: \_\_\_\_\_

Name of Customer: \_\_\_\_\_ Address: \_\_\_\_\_

Name of Person Placing Request for Customer: \_\_\_\_\_

Width of Wheelchair: \_\_\_\_\_”

Special Instructions:

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§1019.8 (7) & (8) Dispatch requirements: A WAV taxicab dispatcher shall maintain a means of immediate and simultaneous telephone, Internet or other electronic communication with every WAV taxicab dispatcher that is approved in advance by the Authority. When a WAV Dispatch receives a service request that it cannot fulfill in 20 minutes, notify the other WAV dispatchers and TLD Enforcement of the need by faxing this form to all listed above.



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