

Radio Dispatch Obligation:

All taxi radio dispatch services operating in Boston are obligated to create procedures within the operation of their services as may be necessary to provide for the timely and dependable dispatch of wheelchair accessible taxi cabs for patrons who use wheelchairs. The obligation to provide such dispatch services shall specifically include and require all radio dispatchers to contact other firms and dispatch services to make available taxi service from any available wheelchair accessible vehicle, whether or not in his specific fleet or radio company, if the need arises.

“Do the right thing.”

