

## **Boston Police Department Hackney Carriage Rules Rule 403/ Section 5**

cc. Passengers requiring WAV vehicles: All available operators of Hackney Carriages shall follow the special procedure set forth herein in order to ensure timely service to any and all patrons using a wheelchair.

- i. If a Hackney Carriage Driver is not carrying a passenger and is not on call, he shall stop and inquire of the patron using a wheel chair whether the patron wishes to ride in that Hackney Carriage or would prefer to have a wheelchair-accessible taxi radio dispatched. If the latter, the hackney Carriage Driver shall immediately notify the dispatcher.
- ii. If a Hackney carriage Driver has a passenger, or is on a radio call to pick up a passenger, the hackney Carriage Driver shall immediately notify his dispatcher of time, location, and identity of the handicapped passenger.
- iii. Upon notification by any Hackney Carriage Driver, a radio dispatcher shall forthwith dispatch a WAV taxi to the handicapped passenger on a priority basis. If a dispatcher has no available WAV taxi for immediate dispatch, he shall forthwith inquire of other taxi companies and other radio dispatch services to find an available WAV taxi for dispatch. The dispatcher shall be obligated to continue such inquiries until a WAV taxi is dispatched.
- iv. Notwithstanding any provision in this order, every licensed Hackney Carriage Driver, upon becoming aware of a request for service from a person using a wheelchair, shall be under an **affirmative obligation** to use any available means of communication to assure that a WAV taxi is dispatched to such person as soon as possible.

**Remember:** Operating a taxi cab within the City of Boston is a privilege, not a right. Your constituency has these rights. You have this responsibility.

**“Do the right thing.”**

