



COVID-19 TLC Driver Education Guide for Applicants

1) How do I find out what requirements I need to complete?

Log onto www.nyc.gov/tlcup to see any missing requirements.

2) How do I sign up for the TLC Driver Education Course (24-hr)?

Contact a TLC-Approved Driver Education School to schedule the [Driver Education Course](#). Note, schools are operating at reduced capacity due to the COVID-19 pandemic and it may be several months before you can take the course.

3) How do I sign up for the Passenger Assistance and Wheelchair Accessible Vehicle Training Course (WAV)?

Contact a TLC- Approved Driver Education School to schedule the [WAV Course](#). Note, schools are operating at reduced capacity due to the COVID-19 pandemic and it may be several months before you can take the course.

4) How do I sign up for the TLC Driver License Exam?

After you complete the TLC Driver Education Course, PSI will send an email to the email address you have registered with the TLC. The email will contain a link to register for an exam appointment time.

5) Can I show up for a course without registering?

No, you must contact the school to register in advance. If you do not register, you will not be allowed to enter the school.

6) What do I need to do to follow COVID-19 guidelines?

You are required to follow all local and state guidelines including wearing a face covering and social distancing. TLC Approved Driver Education Schools and PSI will provide additional guidance. Failure to follow guidelines may result in removal from the school or exam.

7) How long will it take to schedule and complete the required courses?

Due to COVID-19, schools are operating at reduced capacities and have fewer spots in each class. It may take several months to schedule and complete your courses.



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8) Will TLC keep my application open if it is more than 90 days old?

TLC will keep applications open beyond 90 days since both schools and PSI exam centers are operating at reduced capacity and it may take longer to complete requirements.

9) Is TLC giving anyone priority to take the required courses?

TLC is giving priority to drivers with the oldest applications. You will receive an email from the TLC letting you know if you are in a priority group. You must share this email with the TLC driver education school in order to get priority when signing up for your courses.

10) Who do I contact if I have questions about the courses or exams?

Please contact education@tlc.nyc.gov if you have questions about signing up for courses or the exam.

11) Will schools conduct a safety screening to prevent the spread of COVID-19?

Yes, school staff will conduct a health screening, which consists of a questionnaire and a temperature check. If you are cleared to enter the school, you will be allowed to take your course. If you are not cleared to enter the school, you will be turned away and will need to reschedule your course.

12) What safety measures have schools implemented while operating during the COVID-19 pandemic?

Schools are required to follow and comply with all New York City and New York State guidelines including but not limited to:

- Health screenings
- Reduced classroom size
- Social distancing markers
- Public health posters
- Classroom occupancy posters
- Enhanced cleaning protocols
- Hand sanitizing dispensers

13) How many students are allowed at each school?

Each school is operating at 50% reduced capacity, which means fewer desks and chairs will be in each classroom. For example, a classroom that normally can fit 20 students will now only hold 10 students. All desks must be placed six (6) feet apart to maintain social distancing.



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14) Will masks be available at schools?

Yes, each school has an adequate supply of masks and other personal protective equipment (PPE).

15) Will I have to wear a mask in the classroom?

Yes, all students must wear a mask at all times when in public in accordance with local and state laws.

16) How will the TLC make sure schools are following the city and state guidelines?

TLC inspected all schools in order to grant them approval to reopen in compliance with local and state guidelines. TLC will also conduct random audits and site visits to ensure that schools remain compliant with City, State, and TLC-mandated COVID-19 health and safety protocols.