



NEW YORK CITY TAXI AND LIMOUSINE COMMISSION

Request for Information Regarding Wheelchair Accessible Vehicle Securement Standards

The New York City Taxi and Limousine Commission's ("TLC") Driver Education Unit is seeking information about how an organization would create and deliver a program to teach and certify instructors on training TLC-licensed drivers how to secure people who use wheelchairs in TLC-licensed Wheelchair Accessible Vehicles (WAVs).

In 2019, TLC's Driver Education Unit developed new curriculum and training standards for its *Passenger Assistance and Wheelchair Accessible Vehicle Training* Course. The course, which is taught by TLC Authorized education providers, is a requirement for anyone that seeks a TLC Driver License. The purpose of the course is to prepare drivers to provide high-quality service to passengers with disabilities. TLC is also integrating securement training using a TLC-approved WAV vehicle so TLC-Licensed driver applicants to get hands on experience.

To assure that the instruction of in-vehicle securement training is safe and standardized within the new course, TLC is looking for an organization familiar with wheelchair securement best practices who can train TLC-approved instructors on a securement process.

TLC-Licensed Wheelchair Accessible Vehicles differ from Paratransit Vehicles (also licensed by TLC) in that they provide on-demand service for passengers who use wheelchairs, regardless of purpose of the trip or destination, similar to other taxis that are not wheelchair accessible. All TLC licensed drivers may drive a taxi or a for-hire vehicle, accessible taxi and must be prepared to assist passengers with disabilities and operate a wheelchair accessible vehicle.

For more information on TLC Education Requirements, visit www.nyc.gov/tlcdrivereducation

TLC Invites interested parties to submit information regarding driver training services that meet the below qualifications.

All information should be submitted by May 24, 2021.

General Information:

TLC welcomes input from interested parties with demonstrated experience with:



- Experience in developing programmatic solutions for passenger safety in compliance with the ADA.
- Experience in providing technical training on securing passengers that use wheelchairs.
- Training of other facilitators to teach curriculum and hands-on technical skills.

Specific Information:

TLC welcomes information about the services below:

1. Training best practices for wheelchair accessible vehicle securement and how this training could be adapted for the taxi and for-hire industry.
2. Creating a technical training program to teach drivers (or vehicle operators) on how to secure passengers who use wheelchairs in wheelchair accessible vehicles for the purpose of public transportation.
3. Adapting and applying existing training programs for TLC education providers and drivers.
4. Materials and tools that are used in hands-on training in securing passengers that use wheelchairs.
5. Plans for auditing drivers and vehicle operators as well as monitoring and evaluating curriculum for the training program.

All information or suggestions should be submitted by May 24, 2021 to:

education@tlc.nyc.gov

or

Cindi Davidson
Executive Director, Policy Initiatives & Education
New York City Taxi & Limousine Commission
33 Beaver Street, 19th Floor
New York, NY 10004

Please provide your contact information if you may be interested in meeting with TLC staff to discuss your submission. To facilitate review, we welcome and encourage early submissions. Thank you for your interested in helping TLC deter the incidence of discriminatory service refusals by taxi and for-hire drivers and ensure that all passengers receive the service they expect, and to which they are legally entitled.

Disclaimer

It should be understood that this RFI will not result in any type of procurement for any goods or services at this time. This RFI does not represent at a commitment on the part of the city to enter into any type of agreement with the companies, groups, or individuals that choose to respond.



The information provided by responded will not be used by the City to pre-qualify respondents or in any other way determine eligibility for the purposes of any procurement that may be undertaken in the future.

Vendors should note that no contract will be awarded pursuant to this RFI. Likewise, submission of a response to this RFI will not enhance any vendor's chances to be included in any preferred vendor's list. **No responses to this RFI will be confidential, proprietary, or non-disclosable pursuant to the New York State Freedom of information Law, Public Officers Law Article 6 Sections 84-90, and TLC may share the responses received publicly.**