



NEW YORK CITY TAXI & LIMOUSINE COMMISSION

TLC Vehicles:

Improving Service by Enhancing Audio
Communication

April 12, 2007

Hard of Hearing:

Exploring new technologies

- **Passenger Initiated:** TLC has been approached by passengers who are interested in seeing specific technologies in taxicabs.
- **Informed Response:** To properly evaluate, TLC seeks to learn more about these methods, technologies, benefits, functionality, and costs.
- **Approach:** Issue a Request for Information (RFI) to explore various technologies and solutions as well as measure benefits.

Possible Solution:

Looping Technology

Overview

- **What is it?** A way of transmitting sound through a wire loop to a receiver.
- **What does it do?** Amplifies an audio signal and transmits it directly a source. (such as a hearing aid)
- **Who can use it?** Persons with hearing aids equipped with the “T coil” technology.

Current Uses

- Ticket sales counters
- Public announcements (airports, shopping malls, etc.)
- Drive-through sales points
- Elevator lifts
- Museums
- Buses, trains, coaches

Request for Information

•RFI Components:

- Technological Solutions
- Infrastructure and Integration
- Monitoring and Benchmarking
- Cost (Fixed and Reoccurring)

•RFI Process:

- Issue RFI
- Collection of responses
- Evaluation and Review
- Update Commission on findings



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