

Request for Information

1.0 Introduction

1.1 Purpose

The New York City Taxi and Limousine Commission (TLC) is committed to exploring ways in which vehicles might be better able to meet the needs of the City's diverse riding public. In particular, the TLC is committed to exploring ways in which services can be enhanced to meet the needs of persons with hearing loss. Recently, the agency has learned of various innovations, specifically Induction Looping Technology that it wishes to explore further.

This Request for Information (RFI) seeks information from interested parties, passengers, drivers and advocates on how to address the needs of persons with hearing loss in public for-hire vehicles. It also provides the agency an opportunity to gather more specific knowledge on evolving technologies, costs associated and the true demand throughout the system.

1.2 Agency Background

The New York City Taxi and Limousine Commission (TLC) is the City agency responsible for oversight of the for-hire vehicle industries in New York City including yellow medallion taxis, community car services and livery cars, and various other types of vehicles. Combined, TLC regulates industries that are responsible for over 500,000 daily trips, serving over 1,000,000 passengers. Our role is to ensure that each passenger's riding experience is safe, comfortable and convenient.

2.0 Information Being Requested

Please provide responses to as many of the questions below as possible. In your response, please provide clear reference to the question you are answering.

2.1 Technology and Demand

It is understood that not all technology has the capacity to serve all persons with hearing loss and thus, when exploring new technology it is important to consider the actual demand the technology can meet. The key element to exploring ways in which services can be better provided to persons with hearing disabilities is the understanding of what technology can be integrated into vehicles and the portion of the population that such technology has the capacity to serve.

- 2.1 (a) What technology options exist that would best assist persons with hearing disabilities as they travel/communicate with drivers in various vehicles? (Please discuss advantages/disadvantages of the technology in your response.)
- 2.1 (b) How is this technology currently being utilized throughout various industries? What have the successes been in utilizing these technologies in transportation industries?

- 2.1 (c) What portion of the population does this technology have the capacity to serve? (Please indicate what hearing aids, devices, etc. might be able to interface with the technology.)

2.2 Infrastructure/Integration

The TLC regulates a number of industries that provide for-hire service throughout the boroughs. Ensuring that new technology can be utilized with current systems is a primary factor to consider.

- 2.2 (a) How does this technology interface with current technology in vehicles. (Please specify the for-hire vehicles (taxicab, community car service, etc.) you are referencing.)
- 2.2 (b) What is required to install the technology? (Please reference the time it takes to complete installation as well as additional factors to consider.)
- 2.2 (c) What are the primary cost elements for implementing this technology? (installation, user fees, equipment testing, training for drivers/passengers, maintenance)

2.3 Monitoring

The TLC monitors various aspects of the vehicles it regulates, including public demand, usability (both drivers and passengers), and maintenance. As new technology is explored, ways in which such technology can be monitored must also be looked at.

- 2.3 (a) What options exist to collect data and performance measures of this technology in respect to user demand, maintenance and usability?
- 2.3 (b) How might the TLC integrate these measures into its current operations?

3.0 Instructions For Responding To This RFI

3.1 Who may respond

The TLC invites responses from government agencies and municipalities, service providers, private industry, passengers, drivers and advocates.

3.2 How to respond

Respondents should send their paper copy of their comments to the contact listed below:

Jennifer Palmer
Office of the First Deputy Commissioner

NYC Taxi & Limousine Commission
40 Rector Street-5th Floor
New York, NY 10006

Phone: (212) 676-1024
Email: Jennifer.palmer@tlc.nyc.gov

TLC requests that all responses to this RFI be received at the above address by **June 29, 2007**. Any questions regarding the RFI may be directed to the contact listed above.

3.3 RFI Response Contact

TLC requests that parties responding to this RFI designate a single contact within the organization (if applicable) for receipt of all subsequent information regarding this RFI.

3.4 Reimbursement

TLC will not reimburse respondents for any costs in connection with their responses to this RFI.

3.5 Review Process

This RFI is being issued with the intent to explore the technology further. The issuance of this RFI does not guarantee that the TLC will adopt rulemaking or initiate procurement or contracting for suggested devices. TLC will review and consider all responses to this RFI as part of an exploratory exercise.

3.6 Clarification

To fully comprehend the information contained within a response to this RFI, the reviewing group may seek further clarification on selected areas of the response. This clarification may be requested in the form of brief communication by telephone; written communication; electronic communication; or a presentation of the response at a meeting of the TLC reviewing group.