



NEW YORK CITY TAXI AND LIMOUSINE COMMISSION

Request for Information Regarding Implicit Bias and Anti-Racism Training

The New York City Taxi and Limousine Commission's ("TLC") Office of Inclusion is developing an Implicit Bias and Anti-Racism Training course for over 175,000 TLC-licensed drivers. TLC's Office of Inclusion (OOI) was created on March 18, 2019 by City Council. The Office is focused on preventing service refusals and other discriminatory behavior in the taxi and for-hire vehicle sector through passenger outreach, driver engagement, and education. While it is illegal for TLC-licensed drivers to refuse service to passengers on the basis of categories such as their race, sexuality, disability or destination, discriminatory service refusals persist in New York City. The goal of the course is to teach drivers, who are independent contractors licensed by and not employed by TLC, about implicit bias in order to reduce, and ultimately eliminate, discriminatory service refusals by taxi and for-hire drivers on the basis of race and other biases.

For more information on TLC's Office of Inclusion, visit <https://www1.nyc.gov/site/tlc/about/office-of-inclusion.page>

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 in:

- Experience in designing and providing education and training to solicit behavior change regarding a controversial social issue
- Developing and deploying Implicit Bias and Anti-Racism Training curriculum for a large multi-cultural population and various education backgrounds.
- Developing and deploying customer service curriculum for a large multi-cultural population of independent contractors; not employees of a business or organization.
- Developing creative materials that contribute positively to the learning outcomes of the curriculum
- Facilitating courses and creating materials for people of different cultures, and in some instances, limited English proficiency
- Training of other facilitators to teach its curriculum
- Establishing methods to measure the efficacy of the curriculum and training



Specific Information:

TLC welcomes information about the services below:

1. Implicit Bias and Anti-Racism Training curriculum for an in-person course to be developed in regular consultation with TLC:
 - a. Developed using surveys and focus groups for the intended audience of the course, measuring attitudes and biases towards race.
 - b. Comprised of universal and trauma-informed content
 - c. Provides background on race in America, implicit and explicit biases, how to recognize and acknowledge them, and tools for mitigating bias-based behaviors
 - d. Includes self-assessments for students during and after the course
 - e. Has accompanying lesson plans for group and individual activities, class discussion, and individual work
2. Consists of a plan for a continuing education curriculum for students beyond the initial in-person course
 - a. In-person train-the-facilitator sessions for other individuals not affiliated with the organization to offer the curriculum
 - b. Includes facilitator guides to assist those in delivering the course that include high-level thinking questions, discussion goals, and facilitator talking points to assist in achieving learning outcomes
3. Data and methodology for measuring course efficacy. This can include, but is not limited to, changes in audience attitudes as measures by surveys, for example.
4. Ongoing training and support for TLC staff, including but not limited to:
 - a. Updating any changes to curriculum
 - b. Guidance for facilitators on delivery
 - c. Development of future materials

TLC welcomes information about the services and deliverables below:

1. Learning tools for students that deliver ongoing messaging of anti-bias behavior
2. A combination of videos and printed materials for classroom instruction
3. Outreach materials for TLC Staff to give to drivers during regular outreach

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

education@tlc.nyc.gov

or

Kala Wright
Acting Deputy Commissioner, Policy & External Affairs



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.**