

NEW YORK CITY TAXI AND LIMOUSINE COMMISSION

Notice of Promulgation of Rules

Notice is hereby given in accordance with section 1043(b) of the New York City Charter (“Charter”) that the Taxi and Limousine Commission (“TLC”) promulgates amendments to its driver education rules.

These rules are promulgated pursuant to sections 1043 and 2303 of the Charter and section 19-503 of the Administrative Code of the City of New York.

These rules were published on November 18, 2014, for public comment in the City Record. On December 18, 2014 a public hearing was held by the TLC at its offices at 33 Beaver Street, 19th Floor, New York, New York, 10004 and the rules were adopted by the Commission at a public meeting held on January 29, 2015. Pursuant to section 1043(e)(1)(c) of the Charter, these rules will take effect 30 days following publication in the City Record.

Statement of Basis and Purpose

Well-trained drivers are essential to a safe, efficient, high-performing for-hire transportation industry. To this end the New York City Taxi and Limousine Commission (“TLC”) has long required that applicants for a taxi driver’s license complete “taxi school,” which is currently offered by several authorized providers and includes instruction on TLC rules, geography, vehicle technology, and customer service. After completing instruction, applicants must pass a test to demonstrate an understanding of the materials.

Several factors, however, necessitate changes to the current education requirements. First, drivers in the for-hire vehicle (“FHV”) industry, which includes livery cabs, black cars, and limousines, are not required to attend a “taxi school” equivalent before gaining licensure. Because passengers traditionally had control over which FHV service they hire, it was held that there is less of a need for a standardized level of service that a taxi school seeks to bring about. By contrast, because passengers have little control over which taxi driver responds to a hail, standardized service, and thus taxi school, was necessary. But with more than 70,000 licensed FHV drivers and nearly 50,000 for-hire vehicles on the road today, transporting nearly as many passengers each day as the yellow taxis, the rationale underlying the different education requirements is no longer tenable.

Additionally, wheelchair-accessible vehicles are now a large and growing share of the taxi and FHV fleets, but only 6 percent of the more than 120,000 licensed drivers have the required training and skills to drive these vehicles.

Finally, except for the requirement that yellow taxi drivers take a refresher course to renew their license after their first year of licensure, drivers of yellow taxis and FHVs are only required to take a defensive driving course every three years to maintain their license. This means that after initial licensure, there is no official venue in which drivers learn about new TLC rules, new street

design patterns, or have their skills refreshed on important functions. In a rapidly-changing environment, with a renewed focus on safety and accessibility, as detailed in the Vision Zero Action Plan and the Disability Accessibility Plan, long-time drivers may lack key information to continue to serve the public effectively.

Thus these rules amend the rules governing driver education requirements to expand education requirements to FHV drivers, increase the population of drivers who must take accessibility training, and institute continuing education for taxi and FHV drivers.

By expanding and enhancing training requirements, the rules will more than double the demand for education services to more than 100,000 people. The TLC will work with the current providers and other interested parties to expeditiously develop the infrastructure to meet this demand, although the TLC recognizes that the infrastructure may not be in place when these rules go into effect. Consequently, as a temporary measure, the rules would allow applicants for a new FHV driver's license to obtain a conditional license until the FHV-specific Authorized Driver Education Training is available, and once it is available, conditional licensees will have 90 days to complete the course in order to maintain licensure. In the alternative to conditional licensure, new FHV applicants can meet the Authorized Driver Education Training requirement by taking the driver education course that is required of taxi drivers.

Specifically the rules:

- Add a definition of “Point Reduction Course,” and “Wheelchair Passenger Assistance Training.”
- Require that applicants for a new FHV driver's license take a training course and pass an exam on course contents in order to obtain the license.
- Require that applicants for a renewal taxi or FHV driver's license take a License Renewal Course.
- Require that FHV drivers take Wheelchair Passenger Assistance Training as a condition of licensure.
- Provide for the issuance of a conditional license to applicants for a new FHV driver's license until Authorized Driver Education Training is available, and once available, require completion of the course within 90 days in order to maintain licensure.
- Advance the date that current taxi drivers are required to take Wheelchair Passenger Assistance Training, so that it is consistent with the requirements of FHV drivers.
- Require that all new and renewal Commuter Van and Paratransit driver's license applicants take a Defensive Driving Course.
- Exempt New York City police officers and certain persons with military service who are applying for a new FHV Driver's license from the driver education training requirement.
- Eliminate the required remedial course for persistent violators, as all drivers, not just persistent violators, will be required to take refresher courses at frequent intervals.

These rules are authorized by Section 2303 of the Charter and Sections 19-503 of the Administrative Code of the City of New York.

New material is underlined.

[Deleted material is in brackets.]

Section 1. The definitions of the terms “Authorized Taxicab Training,” “Authorized Taxicab Training Refresher Course,” “Defensive Driving Course,” and “Distracted Driving Course” as set forth in section 51-03 of Title 35 of the Rules of the City of New York are amended, the definition of the term “Approved Motor Vehicle Accident Prevention Program” is deleted, and new terms “Point Reduction Course” and “Wheelchair Passenger Assistance Training” are added, in alphabetical order, to read as follows:

[Approved Motor Vehicle Accident Prevention Program is an accident prevention course approved by the New York State Department of Motor Vehicles.]

Authorized Driver Education [Taxicab] Training refers to a course of training [approved by the Commission] that contains [at least 80 hours of] instruction on [Commission-required] topics such as Commission rules and procedures, geography, map reading, Passenger relations, and courtesy.

Authorized [Taxicab Training Refresher] License Renewal Course refers to a [four-hour] course of training [approved by the Commission] that is required for renewal of a [Probationary] Driver’s License, and that includes topics such as an update of Rule changes, a review of Driver Responsibilities and duties, passenger relations, and an awareness of serving passengers with disabilities.

Defensive Driving Course refers to a course in defensive driving [given by a school, facility or agency] and accident prevention that is approved by the Commission and [certified] by the New York State Department of Motor Vehicles.

Distracted Driving Course means a course of training that is approved by the Commission [about] and that covers the dangers of driving while [distracted by] Using an Electronic Communication Device and about the rules governing the Using of an Electronic Communication Device. [The course must last at least one hour.]

Point Reduction Course refers to a course that drivers can voluntarily take to reduce points accumulated under the Persistent Violator Program.

Wheelchair Passenger Assistance Training refers to a course of training that contains instruction on the following: (i) the legal requirements that apply to transportation of People with Disabilities; (ii) passenger assistance techniques, including a review of various disabilities, disability etiquette, mobility equipment training (including direct hands-on familiarity with lift/ramp operations and various types of wheelchairs), and safety procedures; (iii) individual hands-on training with an actual person using a wheelchair; (iv) sensitivity awareness, including customer service and conflict resolution policies; and (v) the dispatch of vehicles by an accessible dispatcher.

Section 2. Subdivision (c) of section 53-03 of Title 35 of the Rules of the City of New York is amended to read as follows

- (c) *Approved Driver.* An Approved Driver is a Driver who has a Valid License from the Commission as a Taxicab Driver and who has successfully completed [the training required in §54-04(n) of these Rules] Wheelchair Passenger Assistance Training.

Section 3. Subdivision (b) and (c) of section 53-04 of Title 35 of the Rules of the City of New York are amended to read as follows:

- (b) *Taxicab Driver must have Valid License and be an Approved Driver.* An Accessible Taxicab can be driven only by an Approved Driver who holds a Valid Taxicab Driver's License and who has successfully completed [the training required in §54-04(n) of these Rules] Wheelchair Passenger Assistance Training.

(c) *Owner Responsibility.*

- (1) A Taxicab Owner must allow only Licensed Approved Taxicab Drivers who have successfully completed [the training required in §54-04(n) of these Rules] Wheelchair Passenger Assistance Training, to operate the Owner's Accessible Taxicab. The License of a Driver who is not an Approved Driver is not Valid for operation of an Accessible Taxicab.

Section 4. Paragraphs (3), (4), and (7) of subdivision (c) of section 54-03 of Title 35 of the Rules of the City of New York, setting forth definitions of "Authorized Taxicab Training", "Authorized Taxicab Training Refresher Course" and "Defensive Driving Course", respectively, are DELETED, and paragraphs (5), (6), and (8) through (19) are renumbered (3), (4), and (5) through (16).

Section 5. Subdivision (k) of section 54-04 of Title 35 of the Rules of the City of New York is amended to read as follows:

- (k) *Training.* The Commission requires that Applicants [for a new License] complete the required courses and pass all prescribed tests, both oral and written, as administered by the Commission or at its direction.

- (1) *Defensive Driving Course.* (i) Applicants for a new Taxicab Driver's License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within six months prior to the application date.

(ii) Applicants for a renewal Taxicab Driver's License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated less than three years prior to the date of the renewal application.

- (2) Authorized [Taxicab] Driver Education Training. [Applicants must be able to prove (by showing a certificate of attendance) that they attended an Authorized Taxicab Training course, successfully completed the course and passed an examination approved by the Commission on proficiency in English and other mandatory subjects] After an application for licensure has been accepted by the Agency, Applicants for a new Taxicab Driver's License must complete the Authorized Driver Education Training course and pass an examination on course subjects as a condition of licensure.

- (3) [*Authorized Taxicab Training Refresher Course*. During the last 60 days of the initial one-year Probationary term, Probationary Licensees must attend and pass an Authorized Taxicab Training Refresher course in order to qualify for a renewal License] *Authorized License Renewal Course*. Applicants for a renewal Taxicab Driver's License must complete the Authorized License Renewal Course within 60 days prior to the renewal application date.

- (4) *Military Exemption*. Any Applicant for a License who previously held a Valid Taxicab Driver's License will not be required to take the Authorized [Taxicab] Driver Education Training [course], provided that Applicant meets the following conditions:
 - (i) The Applicant's Taxicab Driver's License expired solely because the Applicant was not available to renew his or her License because he or she was engaged in active military service.
 - (ii) The Applicant's military service began before the expiration date of his or her prior License.
 - (iii) The Applicant filed an application within 90 days of completing active military service, and in no event later than three years following expiration of the prior License.
 - (iv) The Applicant provided proof of the dates of active military service.
 - (v) Applicant meets all other requirements for obtaining a new License.

- (5) *Exemption for New York City Police Officers*. Any Applicant for a License who is a New York City Police Officer will not be required to take the Authorized Driver Education [Taxicab] Training, provided that Applicant meets the following conditions:

- (i) Applicant must present a letter from his or her commanding officer approving the application
 - (ii) Applicant must pass an examination authorized by the Commission.
 - (iii) Applicant must meet all other requirements for obtaining a new License.
- (6) Wheelchair Passenger Assistance Training. In order to become a driver of an Accessible Taxicab or an Accessible Street Hail Livery, a Driver must complete Wheelchair Passenger Assistance Training. (Note: this requirement does not apply to a Paratransit Driver operating an Accessible Street Hail Livery.) Applicants for a new Taxicab Driver's license must complete the Wheelchair Passenger Assistance Training as a condition of licensure. Applicants for a renewal Taxicab Driver's License who have never attended and completed Wheelchair Passenger Assistance Training must attend and complete such training in order to renew the Taxicab Driver's License.

Section 6. Subdivisions (m) and (n) of section 54-04 of Title 35 of the Rules of the City of New York, relating to continuing training requirements and wheelchair passenger assistance training for medallion taxicab drivers, respectively, are deleted, subdivisions (o) through (r) are relettered subdivisions (m) through (p), and subdivision (l) is amended to read as follows:

- (l) *Training Providers.* Providers of training and courses required in this Chapter [Authorized Taxicab Training and Refresher Training services] must be approved by the Commission, must administer the curriculum required by the Commission, and must have received Commission approval of all fees charged [to Taxicab Drivers License Applicants].
- [(m)] *Continuing Training Requirements.* All renewal Applicants are required to attend and complete a Defensive Driving Course at least every three years. No Taxicab Driver's License will be renewed unless the Applicant submits a certificate of completion of the Defensive Driving Course from an authorized provider dated less than three years prior to the date of the renewal application.
- (n) *Wheelchair Passenger Assistance Training.*
 - (1) *Training Must be Approved by Commission.* In order to become a driver of an Accessible Taxicab or an Accessible Street Hail Livery, a Driver must attend a Commission-approved training course regarding Wheelchair Passenger assistance (Note: this requirement does not apply to a Paratransit Driver operating an Accessible Street Hail Livery). Beginning on June 1, 2014, any applicant for a new Taxicab Driver's license must attend and complete the training course as a condition of licensure after an application for licensure has been accepted by the Agency. Beginning on the Accessible Conversion Start Date, any Applicant for a renewal Taxicab Driver's License must attend and

complete the training course as a condition of licensure. After the Accessible Conversion Start Date a Taxicab Driver's License must complete the training no later than one year after the Accessible Conversion Start Date.

- (2) *Requirements of the Course.* Wheelchair Passenger assistance training must be a minimum of three hours and must include the following:
 - (i) A review of all legal requirements that apply to transportation of Persons with Disabilities;
 - (ii) Passenger assistance techniques including a review of various disabilities, hands-on demonstrations, disability etiquette, mobility equipment training (including familiarity with lift/ramp operations and various types of wheelchairs), and safety procedures
 - (iii) Training with an actual person using a wheelchair
 - (iv) Sensitivity awareness, including customer service and conflict resolution policies.
- (3) **Proof of Completion Required.** No Driver may operate an Accessible Taxicab or an Accessible Street Hail Livery unless the driver has a certificate of completion or other evidence that he or she has completed the required training described above. (Note: this requirement does not apply to a Paratransit Driver operating an Accessible Street Hail Livery).
- (4) **Proof must be Kept in Vehicle.** Each Driver subject to the requirement of this subdivision must keep a copy of the certificate of completion in the Accessible Taxicab or Accessible Street Hail Livery and available for inspection.
- (5) Beginning January 1, 2014, a new Applicant for a Taxicab Driver's License must present proof of completion or other evidence that he or she has completed the training with his or her application. Failure to provide such proof or other evidence will result in denial of the application.]

Section 7. Subdivision (f) of section 54-07 of Title 35 of the Rules of the City of New York is amended to read as follows:

- (f) [Refresher Training Course] Fees for Trainings and Other Courses. Participants in [an Authorized Taxicab Training Refresher Course must pay the fee charged by the authorized provider] a training or course required in this Chapter are responsible for any fees associated with that training or course.

Section 8. Subparagraph (i) of paragraph (7) of subdivision (a) of section 54-27 of Title 35 of the Rules of the City of New York is amended to read as follows:

(7) *Point Reduction for Voluntary Course Completion.*

- (i) Before suspending or revoking a Driver's License, the Commission will, for purposes of the Critical Driver's Program, deduct three points from the total points that appear on the Licensee's driving record maintained by the DMV, or equivalent licensing agency of the state which issued such license, of any Licensee who voluntarily attends and satisfactorily completes a [motor vehicle accident prevention course approved by the NYS DMV that appears on the Licensee's driving record maintained by the DMV or equivalent licensing agency of the state which issued such license] Defensive Driving Course. Such point reduction will count only towards points accumulated by the Licensee as a result of the conviction for violations that occurred within 15 months prior to the date of the completion of the course; counting from the date of conviction. Completion of the [motor vehicle accident prevention course] Defensive Driving Course after the issuance of a critical driver program summons will reduce the Licensee's Critical Driver's Program points only after the Licensee completes his or her suspension. If the Licensee's driver's license was issued by a state other than New York, the Licensee must submit a recent driving abstract from the state of licensure.

Section 9. Paragraph (1) of subdivision (b) of section 54-27 of Title 35 of the Rules of the City of New York, relating to the Required Remedial Course for Persistent Violators, is DELETED, paragraphs (2) through (8) are renumbered paragraphs (1) through (7), and subparagraph (i) of paragraph (5), as renumbered by this section, is amended to read as follows:

(5) *Point Reduction for Voluntary Course Completion.*

- (i) Before suspending or revoking a Driver's License, the Commission will deduct three points from the total points of any Licensee who voluntarily attends and satisfactorily completes a [remedial or refresher course] Point Reduction Course [approved by the Commission].

Section 10. Subdivision (f) of section 55-03 of Title 35 of the Rules of the City of New York, setting forth a definition of "Defensive Driving Course", is DELETED, and subdivisions (g) through (v) are relettered subdivisions (f) through (u).

Section 11. Subdivision (j) of section 55-04 of Title 35 of the Rules that of the City of New York is amended to read as follows:

- (j) *Training.* The Commission requires that Applicants for a License complete the required courses, provided however, that beginning on and after the effective date of this rule, and until a date to be posted by the Chairperson on the Commission's Web site, new Applicants will not be required to complete Authorized Driver Education Training at the time of licensure and will be issued a License conditioned on completing such course at

such time as the course is available. On or after a date to be set by the Chairperson and posted on the Commission's Web site at least 60 days prior to such date: (1) conditional Licensees must complete Authorized Driver Education Training and pass prescribed tests within 90 days as a condition of continued Licensure, and (2) Applicants must complete all required courses and pass prescribed tests as administered by the Commission or at its direction in order to obtain a License.

(1) *Defensive Driving Course.* [Applicants] (i) An applicant for a new License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within six months of the application date.

(ii) An Applicant for a renewal License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within three years of the date of the renewal application.

(2) [All renewal Applicants must submit a certificate of completion from an authorized provider of a Defensive Driving Course dated within three years of the date of the renewal application] *Authorized Driver Education Training.* After an application for licensure has been accepted by the Agency, an Applicant for a new License must complete the Authorized Driver Education Training course and pass an examination on course subjects as a condition of licensure.

(3) *Authorized License Renewal Course.* An Applicant for a renewal License must complete the Authorized License Renewal Course within 60 days prior to the renewal application date.

(4) *Military Exemption.* Any Applicant for a License who previously held a Valid License will not be required to take Authorized Driver Education Training, provided that Applicant meets the following conditions:

(i) The Applicant's License expired solely because the Applicant was not available to renew his or her License because he or she was engaged in active military service.

(ii) The Applicant's military service began before the expiration date of his or her prior License.

(iii) The Applicant filed an application within 90 days of completing active military service, and in no event later than three years following expiration of the prior License.

- (iv) The Applicant provided proof of the dates of active military service.
- (v) Applicant meets all other requirements for obtaining a new License.
- (5) Exemption for New York City Police Officers. Any Applicant for a License who is a New York City Police Officer will not be required to take Authorized Driver Education Training, provided that Applicant meets the following conditions:
 - (i) Applicant must present a letter from his or her commanding officer approving the application.
 - (ii) Applicant must pass an examination authorized by the Commission.
 - (iii) Applicant must meet all other requirements for obtaining a new License.
- (6) Wheelchair Passenger Assistance Training. An Applicant for a new License must attend and complete Wheelchair Passenger Assistance Training as a condition of licensure after an application for licensure has been accepted by the Agency. An Applicant for a renewal License who has never attended and completed Wheelchair Passenger Assistance Training must attend and complete such training in order to renew his or her license.

Section 12. Section 55-04 of Title 35 of the Rules of the City of New York is amended by adding a new subdivision (o), to read as follows:

- (o) Training Providers. Providers of training and courses required in this Chapter must be approved by the Commission, must administer the curriculum required by the Commission, and must have received Commission approval of all fees charged.

Section 13. Section 55-07 of Title 35 of the Rules of the City of New York is amended by adding a new subdivision (f) to read as follows:

- (f) Fees for Trainings and Other Courses. Participants in a training or course required in this Chapter are responsible for any fees associated with that training or course.

Section 14. Paragraph (7) of subdivision (a) of section 55-27 of Title 35 of the Rules of the City of New York is amended to read as follows:

- (7) Point Reduction for Voluntary Course Completion.

- (i) Before suspending or revoking a Driver's License, the Commission will, for purposes of the Critical Driver's Program, deduct three points from the total points that appear on the Licensee's driving record maintained by the DMV or equivalent licensing agency of the state which issued such license of any Licensee who voluntarily attends and satisfactorily completes a [motor Vehicle accident prevention course approved by the NYS DMV that appears on the Licensee's DMV driving record] Defensive Driving Course. Such point reduction will count only towards points accumulated by the Licensee as a result of the conviction for violations that occurred within 15 months prior to the date of the completion of the course; counting from the date of conviction. Completion of the [motor vehicle accident prevention course] Defensive Driving Course after the issuance of a critical driver program summons will reduce the Licensee's Critical Driver's Program points only after the Licensee completes his or her suspension. If the Licensee's driver's license was issued by a state other than New York, the Licensee must submit a recent driving abstract from the state of licensure.

Section 15. Paragraph (1) of subdivision (b) of section 55-27 of Title 35 of the Rules of the City of New York, relating to the Required Remedial Course for Persistent Violators, is DELETED, paragraphs (2) through (8) are renumbered paragraphs (1) through (7), and subparagraph (i) of paragraph (5), as renumbered by this section, is amended to read as follows:

(5) *Point Reduction for Voluntary Course Completion.*

- (i) Before suspending or revoking a Driver's License, the Commission will deduct three points from the total points of any Licensee who voluntarily attends and satisfactorily completes a [remedial or refresher course] Point Reduction Course [approved by the Commission].

Section 16. Subdivision (c) of section 56-03 of Title 35 of the Rules of the City of New York, setting forth a definition of "Approved Motor Vehicle Accident Prevention Program", is DELETED, and subdivisions (d) through (j) are relettered subdivisions (c) through (i).

Section 17. Subdivision (l) of 56-04 of Title 35 of the Rules of the City of New York is amended to read as follows:

(l) **[Reserved.]** *Training.*

(1) *Defensive Driving Course.*

- (i) Applicants for a new Paratransit Driver's License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within six months prior to the application date.

- (ii) Applicants for a renewal Paratransit Driver's License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within three years prior to the date of the renewal application.

Section 18. Subparagraph (i) of paragraph (7) of subdivision (b) of section 56-13 of Title 35 of the Rules of the City of New York is amended to read as follows:

(7) *Point Reduction for Voluntary Course Completion.*

- (i) Before suspending or revoking a Driver's License, the Commission will, for purposes of the Critical Driver's Program, deduct three points from the total points that appear on the Licensee's driving record maintained by the DMV or equivalent licensing agency of the state which issued such license of any Licensee who voluntarily attends and satisfactorily completes a [motor vehicle accident prevention course approved by the NYS DMV that appears on the Licensee's DMV driving record] Defensive Driving Course. Such point reduction will count only towards points accumulated by the Licensee as a result of the conviction for violations that occurred within 15 months prior to the date of the completion of the course; counting from date of conviction. Completion of the [motor vehicle accident prevention course] Defensive Driving Course after the issuance of a critical driver program summons will reduce the Licensee's Critical Driver's Program points only after the Licensee completes his or her suspension. If the Licensee's driver's license was issued by a state other than New York, the Licensee must submit a recent driving abstract from the state of licensure.

Section 19. Subdivision (j) of 57-04 of Title 35 of the Rules of the City of New York is amended to read as follows:

(j) **[Reserved.] Training.**

(1) Defensive Driving Course.

- (i) Applicants for a new Commuter Van Driver's License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within six months prior to the application date.
- (ii) Applicants for a renewal Commuter Van Driver's License must hold a certificate of completion for the required hours of instruction in a Defensive Driving Course dated within three years prior to the date of the renewal application.

Section 20. Subparagraph (i) of paragraph (7) of subdivision (a) of section 57-13 of Title 35 of the Rules of the City of New York is amended to read as follows:

(7) *Point Reduction for Voluntary Course Completion.*

- (i) Before suspending or revoking a Driver's License, the Commission will, for purposes of the Critical Driver's Program, deduct three points from the total points that appear on the Licensee's driving record maintained by the DMV or equivalent licensing agency of the state which issued such license of any Driver who voluntarily attends and satisfactorily completes a [motor vehicle accident prevention course approved by the NYS DMV that appears on the Licensee's DMV driving record] Defensive Driving Course. Such point reduction will count only towards points accumulated by the Licensee as a result of the conviction for violations that occurred within 15 months prior to the date of the completion of the course, counting from date of conviction. Completion of the [motor vehicle accident prevention course] Defensive Driving Course after the issuance of a critical driver program summons will reduce the Licensee's Critical Driver's Program points only after the Licensee completes his or her suspension. If the Licensee's driver's license was issued by a state other than New York, the Licensee must submit a recent driving abstract from the state of licensure.

Section 21. Subdivision (c) of section 58-20 of Title 35 of the Rules of the City of New York is amended to read as follows:

(c) *Wheelchair Passenger Assistance Training.*

- (1) *[Training Must be Approved by Commission.* The Owner of an Accessible Taxicab must make sure each Driver of such Accessible Taxicab has attended a Commission-approved training course regarding Wheelchair Passenger assistance.
- (2) *Requirements of the Course.* Wheelchair Passenger assistance training must be a minimum of three hours and must include the following:
 - (i) A review of all legal requirements that apply to transportation of Persons with Disabilities;
 - (ii) Passenger assistance techniques including a review of various disabilities, hands-on demonstrations, disability etiquette, mobility equipment training (including familiarity with lift/ramp operations and various types of wheelchairs), and safety procedures
 - (iii) Training with an actual person using a wheelchair

- (iv) Sensitivity awareness, including customer service and conflict resolution policies.
- (3) *Vehicle Owner Must Pay for Training.* The Accessible Taxicab Owner is responsible for paying any fees required to train each Owner's Drivers.
- (4) *Vehicle Owner Responsibility.*] The Accessible Taxicab Owner must ensure that each of Owner's Accessible Taxicabs is driven only by a Driver who has completed the Wheelchair Passenger [a]Assistance [t]Training [provided for in this section].

Section 22. Subdivision (a) of section 82-20 of Title 35 of the Rules of the City of New York is amended to read as follows:

(a) *Wheelchair Passenger Assistance Training.*

- (1) *[Training Must be Approved by Commission.* The holder of a Street Hail Livery License that has been designated for an Accessible Street Hail Livery must ensure that each of Driver of such Accessible Street Hail Livery has attended a Commission-approved training course regarding Wheelchair Passenger assistance (NOTE: The requirements of this section do not apply to a Paratransit Driver who is driving an Accessible Street Hail Livery).
- (2) *Requirements of the Course.* Wheelchair Passenger assistance training must be a minimum of three hours and must include the following:
 - (i) A review of all legal requirements that apply to transportation of Persons with Disabilities;
 - (ii) Passenger assistance techniques including a review of various disabilities, hands-on demonstrations, disability etiquette, mobility equipment training (including familiarity with lift/ramp operations and various types of wheelchairs), and safety procedures
 - (iii) Training with an actual person using a wheelchair
 - (iv) Sensitivity awareness, including customer service and conflict resolution policies.
- (3) *Licensee Responsibility.*] The holder of a Street Hail Livery License that has been designated for an Accessible Vehicle must ensure that the Licensee's Street Hail Livery is driven only by a Driver who has completed the Wheelchair Passenger [a]Assistance [t]Training [provided for in this section].