

## June 2026 Commissioner's Corner

### *A "World" Class Workforce*

As I mentioned in my last column, listening to drivers has been one of my top priorities since I started as Commissioner. Whether that takes place at an airport, a restaurant, or a place of worship, my goal is to always listen. But I've also been sharing something important. I call them the three guiding principles that will shape this administration's approach to regulation: Dignity for drivers and passengers, corporate accountability, and a transportation system that works together.

The Mayor and I want these principles to inform everything we do. Driver and passenger dignity means improving working conditions and accessibility; corporate accountability means increasing transparency to how drivers are paid; a transportation system that works together means ensuring that the nearly one million trips a day that TLC provides are considered part of the wider public transportation ecosystem that keeps our city moving—not an afterthought.

All of these principles will come into play this month at the airports. With an estimated 1.2 million visitors coming to the greater New York City area for the World Cup, there will be an increase in unlicensed operators trying to steal trips from TLC drivers and cheat passengers. When that happens, it harms both drivers and passengers, which is why we'll be working closely with the Port Authority to ramp up enforcement and deterrence. Our enforcement teams will also be at hotels and other locations around the city. We want a great New York City experience for everyone.

For many, that experience begins with a TLC driver, and I can proudly say that TLC drivers are represented by every country competing in the tournament. Since more than 90 percent of our drivers are immigrants, many visitors could be greeted by a friendly driver who speaks their native language, and who may even be rooting for the same team. If there's one thing I'm certain of after meeting hundreds of drivers over the last six weeks, it's that there are no better ambassadors for such a global event.

### **Midori Valdivia**

*Commissioner and Chair*

*Taxi and Limousine Commission*