

July 2026 Commissioner's Corner

The Driver Survey Results Are In

For the last three months, TLC's leadership team and I have been visiting drivers where they work, eat, and pray to learn about the issues that are most affecting their day-to-day lives. I want to thank the drivers, community members, and industry stakeholders for inviting us to break bread with you, hear your stories, and improve the feedback loop to help address problems.

Our listening tour has been bolstered by a first-of-its-kind survey that polled licensees about their top concerns and which issues TLC should prioritize. The results are now online at: https://www.nyc.gov/assets/tlc/downloads/pdf/driver_survey_summary.pdf

After collecting almost 4,000 responses, there were some clear areas of frustration: lack of curb space for pickups and drop-offs, poor bathroom access, and hustling were among the topics drivers said most impacted their daily lives. These longstanding issues affect working conditions, health, and the ability to earn a living. But my message to licensees is this: I hear you and see you – and TLC will pursue policies and priorities that work to ease these burdens.

Addressing these issues will require many to work with us. We will need partnerships and support from other agencies and community groups, creativity, and persistence. One area where efforts are beginning to come together is the airports. In June, just in time for the World Cup, we joined our enforcement and local partners at JFK to officially unveil Operation Legal Ride – a joint effort with the Port Authority to crack down on hustlers who steal trips from legitimate, licensed drivers.

The Operation includes uniformed TLC Police at the terminals, where they will deter hustlers and help direct visitors to safe and licensed drivers who follow the rules and should not be cheated out of trips. It also increases the impound fee for hustlers whose vehicles have been seized and streamlines prosecution efforts, so that hustlers can be held accountable much faster. The new effort is exactly what I mean when I talk about prioritizing driver and passenger dignity, and a transportation system that works together. Change begins by identifying a real problem, coordinating across agencies, and delivering a practical solution that protects the public and supports working drivers.

We'll be revisiting our survey biannually to gauge whether drivers are seeing an impact in areas of concern, and you will continue to see me and TLC staff in your communities to listen, learn, and provide updates. Visiting with drivers – who are some of New York City's greatest ambassadors – is the best part of this job, and with a strong feedback loop, we will move the industry forward together. Thank you for serving our city.

Midori Valdivia

Commissioner and Chair

Taxi and Limousine Commission