



## Results Are In: Drivers Tell TLC Their Concerns And What They'd Like Improved

*In Wide-Ranging Survey, Licensees Frustrated With Private Companies Provide Insight Into All Areas of Improvement*

**NEW YORK, NY** – The New York City Taxi and Limousine Commission (TLC) on Monday [released the results of a first-of-its-kind survey](#) that collected direct input from licensees, who provided opinions on their interactions with the agency, desired areas of improvement, and expressed a negative sentiment toward industry businesses and private companies.

The survey – officially rolled out at the JFK taxi and rideshare lots in April – garnered almost 4,000 responses that will help guide agency policies, priorities, and initiatives. Many of the surveyed topics dovetail with TLC's 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 survey provided a glimpse into what drivers view as top concerns and issues that most affect their daily lives. That includes 42.1% who feel they are not treated fairly by app companies, bases that dispatch trips, or fleets. Additionally, a combined 52.3% of respondents called for actions that directly relate to corporate accountability, with 27.6% calling for policies that increase driver earnings and 24.7% asking for better protection from private businesses.

When asked what has the greatest impact on their workday, 29.4% of drivers said curb space for pickups and drop-offs, and 27.1% chose bathroom access as their top priorities, reiterating themes that this administration has vowed to focus on.

"We're going to listen to the working people who keep this city moving before we make decisions that affect their families and their livelihoods. That's what this survey is about," said **Mayor Zohran Kwame Mamdani**. "TLC drivers have been forced to shoulder the consequences of policies they had little role in shaping. We're changing that. I've spent years organizing alongside drivers; I know many feel unheard by City Hall. That's why it's so encouraging to see thousands take the time to share their experiences, concerns and ideas. Their voices will help shape the decisions we make together."

"The results of this survey make it clear that our professional drivers struggle with some very basic workplace needs, such as better access to bathrooms, income security, and concerns that they are shouldering increasing costs of making a living behind the wheel without sharing in the benefits," said **Deputy Mayor for Economic Justice Julie Su**. "Economic justice for them means getting a fair shake to be able to earn, save, and provide for their families."

"I am thankful to lead an organization that listens to its drivers, and this survey will help shape TLC's agenda moving forward. When you support the people who power transportation, everything improves, including the service passengers receive," said **TLC Commissioner and Chair Midori Valdivia**. "We are committed to building a system that values dignity, better integrates drivers, and ensures that the corporations that benefit from their labor are held accountable."

When asked about their primary cause of frustration from the prior year, drivers were split: 28% chose competition with unlicensed operators, 26.8% said new rules and requirements, and 26.8% selected fines and penalties.

When asked about the TLC, the survey also revealed that licensees hold some favorable views, but also areas where there was little consensus, specifically:

- 77.2% think TLC's relationship with drivers has improved or remained the same.
- 70.2% of drivers agree that it is easy to complete TLC requirements around licensing, renewals, and inspections.
- 67.8% have a neutral-to-satisfied view of TLC, with 27.8% saying they're very satisfied.
- 60.3% strongly or somewhat agree that TLC communications are clear and understandable.

While TLC has conducted policy-specific surveys in the past, this is the first time the agency has polled drivers about issues that impact their daily lives. About 1,400 drivers—36% of respondents—took the survey in a language other than English. It was designed to help usher in a new era focused on driver engagement, lifting working-class voices, and centering economic justice policies under the Mamdani administration.

### **About NYC TLC**

Created in 1971, NYC TLC is the agency responsible for licensing and regulating New York City's medallion (yellow) taxi cabs, for-hire vehicles (community-based liveries, black cars, and luxury limousines), commuter vans, and paratransit vehicles, along with the businesses that operate them. It is recognized as the largest and most active taxi and for-hire vehicle regulatory body in the United States.

Almost 180,000 TLC licensees complete approximately 1,000,000 trips each day. To operate for hire, drivers must first undergo a background check, have a safe driving record, and complete 24 hours of driver training. TLC-licensed vehicles are inspected for safety and emissions at TLC's Woodside Inspection Facility.

To find out more about the TLC, or to review its rules, regulations, and procedures, we encourage you to visit our official website at [www.nyc.gov/taxi](http://www.nyc.gov/taxi) or contact 311/[311 Online](#).

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