

In Re NYC - Taxi & Limousine Commission Public Hearing
December 17, 2025

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2 NEW YORK CITY

3 TAXI & LIMOUSINE COMMISSION

4 PUBLIC HEARING

5 -----X

6

7 December 17, 2025

8 10:02 a.m.

9

10 HELD VIA ZOOM VIDEOCONFERENCE

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13 B E F O R E:

14 DAVID DO

15 COMMISSIONER AND CHAIR

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1 A P P E A R A N C E S:

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3 TLC COMMISSIONERS:

4 COMMISSIONER DAVID DO

5 COMMISSIONER THOMAS SORRENTINO

6 COMMISSIONER SARAH KAUFMAN

7 COMMISSIONER KENNETH Y.K. CHAN

8 COMMISSIONER ANDREA BIERSTEIN

9 COMMISSIONER PAUL BADER

10 COMMISSIONER KENNETH C. MITCHELL

11 GENERAL COUNSEL SHERRYL ELUTO

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1 TIMEKEEPER: Good morning.

2 Today's public hearing is about to
3 begin. This hearing is being
4 conducted remotely via Zoom, and the
5 live stream will be available on the
6 TLC's website.

7 All persons wishing to testify
8 were asked to sign up in advance to
9 the hearing. All registered speakers
10 are joining the meeting via Zoom. If
11 you are speaking today, your audio and
12 video were automatically muted.

20 If you are listed as iPhone or
21 some other name that differs from your
22 name that you used when you signed up,
23 we will not know that you are present
24 in the meeting. You must update your
25 screen name to the name you provided

1 when you signed up.

2 When your turn to speak is
3 approaching, the host will send a
4 prompt inviting you to join the
5 meeting as a panelist. In order to
6 provide testimony on camera, you must
7 accept the invite. Please be aware
8 that if you are watching this meeting
9 on a minimized screen, you may not see
10 this prompt.

11 If you have accepted the invite
12 to rejoin as a panelist, when your
13 name is called, you will have control
14 of both your camera and microphone.
15 When ready, please state your name and
16 affiliation, and then proceed with
17 your testimony. Public testimony will
18 be limited to three minutes per
19 speaker. When your testimony is
20 complete, your audio and video will be
21 muted by the moderator.

22 Closed captioning is available
23 for today's meeting. Thank you for
24 your attention. I will now yield the
25 floor to our commissioner and chair,

1 | David Do.

2 COMMISSIONER DO: Good morning.

3 The time is 10:02, and I'll begin the
4 public hearing on a TLC rule proposal
5 today.

17 Specifically, rates are expected to
18 rise by an average of 25 percent over
19 the next three years.

1 obligations. The New York State
2 Department of Financial Services
3 intervened and has now mandated rates
4 be able to cover claims.

Affordable insurance is crucial for TLC drivers, and we have been following this very closely; meeting with the DFS and advocating for stability and affordable rates for drivers. But I want to remind every driver out there that we also have something in the city that most other places do not. We have our minimum payrolls, which we adjust as necessary. They account for increase expenses, and your insurance cost is one of those expenses that we factor in.

1 expenses are accounted for in our
2 minimum pay formula. And I will
3 continue to advocate for fair pay and
4 improvements in working conditions for
5 all TLC drivers.

6 Now onto today's agenda. Today,
7 we will be hearing from the public
8 about a proposal, proposed rule
9 amendment to the TLC's licensing and
10 education requirements.

11 TLC proposes that drivers who
12 commit service refusal violations,
13 such as refusing to transport a person
14 with a disability and any accompanying
15 service animal, an attendant or
16 mobility aid, take the new TLC-created
17 Vision Zero and accessibility remedial
18 education course, which launched
19 earlier this year. This course covers
20 multiple topics related to serving
21 passengers with disabilities and the
22 prevention of unjustified service
23 refusals.

24 TLC is also amending certain
25 rules to reflect updated and clarified

language, such as clarifying the time frame for taking the TLC license renewal course, changing TLC education course names, clarifying the time frame for completing accessibility training during the licensing process, requiring drivers to know not just the geography, but the navigation of New York City streets, routes, and proper navigation tools, familiarity with pedestrian and vehicular signs and signals, amending the requirement relating to loading and unloading passengers' property to clarify that the requirement applies to all passenger property.

1 safety and welfare. One example,
2 cheating or attempting to cheat on a
3 TLC driver license education course
4 exam.

20 TLC proposes eliminating the
21 provision related to moving and
22 resetting a license expiration date
23 based on the licensee's unavailability
24 for a drug testing within 90 days
25 before their license is set to expire.

1 Licensees are already provided a
2 180-day grace period to take the drug
3 test after a license expiration date.
4 Making individual accommodations to
5 the license renewal process has been
6 further undesirably effect of
7 shortening the time of licensure.
8 Combining the 90-day period with the
9 180-day grace period provides ample
10 time for licensees to plan.

We also want to remove language that provides for the conditional approval of drivers who did not complete a driver's license education course pending completion of the course within 90 days. This was a temporary measure implemented while developing the process and test for expanded education requirements for increased populations of drivers. Now that this course requirement is in place, it is crucial for drivers to complete it before receiving a license. It covers topics essential for Vision Zero and road safety.

1 initiatives.

2 With that, I yield the floor to
3 our general counsel, Sherryl Eluto to
4 begin the public hearing.

5 COMMISSIONER ELUTO: Good
6 morning. When I call your name, you
7 can unmute your microphone and begin
8 your testimony. Each speaker will be
9 allotted three minutes to speak. This
10 time limit will be strictly enforced.
11 A 30-second warning will be provided,
12 and then you will need to conclude
13 your testimony when your time is up.

14 The rule proposal today was
15 published in the city record and
16 posted on our website on November 14,
17 2025, and the public comment period
18 ends today. The video of this hearing
19 and copies of all written comments
20 received through today will be
21 provided to the commissioners prior to
22 the vote on these rules.

23 With that, we will begin our
24 public hearing and I will call our
25 first speaker.

3 MR. BILAL: Hello. Good
4 morning.

5 COMMISSIONER ELUTO: Good
6 morning.

7 MR. BILAL: Can you hear me?

8 COMMISSIONER ELUTO: Yes.

14 Some of the rules, we -- I mean,
15 I'm supportive, violators violating
16 the rules, the fees, become guilty on
17 it, I think that course is -- you
18 should take it. Don't know how the
19 rules work.

1 necessary. I think right now, because
2 I -- on my period, I just take two
3 renewal process and I think it was
4 unnecessary because it was the same
5 thing.

6 And for a driver who had
7 experience in driving for 10 or
8 20 years, I think that class is
9 unnecessary. Because for me, it was
10 just a forcing to go and take the
11 classes and then it was not something
12 new. Same thing. Which is
13 unnecessary.

14 | And that's all I can say.

15 COMMISSIONER DO: Thank you,
16 Ahmad. And we are not discussing the
17 renewal course at this time. That was
18 already in the regulations before I
19 got here and it continues. So we'll
20 make sure to keep your comments in
21 mind about the worthiness of the
22 renewal course. But this just expands
23 some of the course curriculum within
24 that as well. And then also adds a
25 remedial course for those who are --

1 unfortunately violate some of our
2 rules, including not picking up
3 passengers who use wheelchair or
4 violating Vision Zero rules.

5 MR. BILAL: Yes. I'm actually
6 fully supporting that rule. I mean,
7 as a licensee, should not under any
8 circumstance accept something bad
9 happen. But the thing is that renewal
10 clause is actually -- because I took
11 two of them, it was unnecessary and
12 all. Just a waste of time. Because I
13 have experience, you know. And like
14 me, there's a lot of drivers and -- so
15 that's why, you know, I think
16 that's -- those are for a -- for a
17 license -- I think it's only necessary
18 for those licenses, like you said,
19 either committing violation and they
20 don't know and they said that we don't
21 know the rules, this, this and that.
22 But somebody have experience in doing
23 that in this industry for the past 10,
24 20 years, I think it's unnecessary.

25 But thank you, David Do. As

1 always, you know, you've been on the
2 driver's side. We appreciate that.

3 COMMISSIONER DO: Thank you,
4 Ahmad. Really good speaking with you
5 this morning.

6 MR. BILAL: Likewise. Have a
7 good one.

8 COMMISSIONER ELUTO: Thank you.
9 Our next speaker is Peter Mazer from
10 MTBOT. Peter, unmute.

11 MR. MAZER: Okay. Now we're
12 good. Okay. Thank you.

13 Good morning, Chairperson Do and
14 members of the Commission. My name is
15 Peter Mazer, and I'm general counsel
16 to the Metropolitan Taxicab Board of
17 Trade. We are a trade association
18 serving the taxicab industry for more
19 than 70 years.

20 For the past 10 years, we have
21 operated a full service driver
22 resource center that has provided
23 taxicab drivers assistance in training
24 and adjudications matters at no cost
25 to our drivers. We have assisted more

1 than 20,000 drivers and have provided
2 more than \$2 million in free legal and
3 other services to our drivers.

4 We support the efforts of the
5 Commission in ensuring that drivers
6 are trained and qualified. With that
7 said, we'd like to address a couple of
8 points that we suggest need some
9 clarification or amendment.

10 Section 11 of the new rules
11 which proposes an amendment to 80-04
12 F1, would require drivers to be
13 trained and proficient in the use of,
14 quote, navigational tools. Drivers
15 need to understand that the use of
16 navigational tools must be limited by
17 the very strict requirements that
18 taxicab drivers not use any electronic
19 devices whatsoever when operating a
20 cab. This applies to both handheld
21 and hands-free devices.

22 We have seen drivers receive TLC
23 and DMV violations for using
24 navigation devices while driving their
25 cabs. So while these tools are

We also would like to address
80-08 C3, which permits a chairperson
to deny a pending license application
if the applicant engages in conduct
which makes them unfit to hold a
license. While the intent of the rule
is good, applicants are entitled to
due process and there should be
provisions for an applicant to appeal
or otherwise have the chairperson's
determination reviewed before a denial
is made final.

20 The existing licensing standard
21 review process could be used as the
22 mechanism to review any conduct which
23 is alleged to have been committed
24 while the applicant is -- is -- while
25 the application is pending.

1 And finally, there is a small
2 change to 80-16 C relating to the
3 requirement that drivers unload and
4 load passengers' luggage, property,
5 and mobility devices. Want to point
6 out that many of our taxicab drivers
7 themselves may have various --

10 MR. MAZER: -- may have various
11 degrees of personal disability. But
12 they are, nonetheless, perfectly
13 capable of driving safely. They're
14 often some of our best and most
15 experienced drivers. But a driver
16 could be penalized if he or she were
17 unable to follow a direction by an
18 able-body person to load or unload
19 heavy items in their vehicle.

20 The Paratransit rules now
21 incorporated a reasonableness
22 standard, and we are proposing that
23 the -- the taxicab rules also have a
24 reasonableness standard built into
25 requirement for driver's handling of

1 passengers' property.

TIMEKEEPER: Time has expired.

3 MR. MAZER: Okay. Well, thank
4 you very much for the opportunity to
5 testify today, and I will be happy to
6 answer any questions you may have.

12 MR. BADER: Thank you. Thank
13 you, Mr. Chair. I do have a question
14 for Peter.

17 MR. MAZER: Good morning.

18 MR. BADER: Relative to your
19 first issue, which is an ongoing
20 concern for a lot of us relative to
21 the fact that, all across the board,
22 we have distracted drivers, right, for
23 a variety of reasons. There was -- my
24 experience is that there's an undue --
25 undue dependency on many drivers

1 relative to using electronic tracking
2 devices. Many of the tests that used
3 to be given when I drove years ago, of
4 course they're no longer there. So
5 what -- what would you -- what's your
6 suggestion on how we deal with that?
7 Unlike what we propose?

8 MR. MAZER: In -- in training, I
9 think we would emphasize that drivers
10 should be able to navigate the city,
11 know the major roadways, know how to
12 get to the various places around the
13 boroughs. And that was always the
14 intent of the training component for
15 the drivers to learn the geography of
16 the city.

17 Now we are seeing that drivers
18 are relying more on these navigational
19 tools. As soon as you get into a cab
20 or a for-hire vehicle, they press in
21 the destination and they follow the
22 route and they're looking at maps.
23 And that's a problem because that
24 creates distractions. And yes, some
25 people would say, well, they're

1 hands -- they're hands-free. But
2 still, it's a distraction to the
3 driver.

4 I'd rather our drivers be
5 trained to know the way around the
6 city. And what I was suggesting in
7 the testimony is, we just don't want
8 the drivers to be -- become overly
9 reliant on these navigational tools to
10 the detriment of knowing the city.
11 Drivers, first and foremost, should
12 know the city, know how to get from
13 one place to another and not have to
14 rely on these tools, which will cause
15 them to drive --

16 MR. BADER: I agree with you.
17 But what would you like us to do?

18 MR. MAZER: Make sure that
19 the -- make sure that the -- I think
20 what the rule is doing is adding
21 navigational tools as part of a
22 training component, and we just want
23 to make sure that the drivers are
24 aware that -- don't -- that you can't
25 use these navigational tools while you

1 are driving. You may have to pull
2 over. Yes, get the passenger, you
3 don't know where the passenger is
4 going, particularly a trip in one of
5 the outside boroughs, and let the
6 driver pull off to the side, put that
7 information and then get the route.
8 Rather than rely while the trip is
9 going on. Because we just don't
10 want -- we want our drivers to pay
11 attention to the road.

18 MR. BADER: I agree with you.
19 Let me ask you, and the other point
20 you brought up was relative to the --
21 to the issue of the luggage. Which is
22 a big, big, big issue as well.

23 | MR. MAZER: Yeah.

24 MR. BADER: I mean, I have seen
25 many times drivers just refuse to get

1 out of the vehicle, to be of
2 assistance with the luggage, loading,
3 unloading. As we know, the -- the --
4 we have more and more people who are
5 older and who need assistance with
6 their luggage and all of that.

7 That is a real concern that we
8 have, that people are not -- drivers
9 are not being of assistance. And
10 that's the reason why we are putting
11 this in. Now --

12 MR. MAZER: Well -- oh, sorry.

13 MR. BADER: So therefore, I
14 don't -- I don't -- why is that a
15 problem?

16 MR. MAZER: So it's only a
17 problem with a handful of drivers who
18 perhaps have disabilities of
19 themselves and could be trapped -- I
20 mean, a person who is able-bodied
21 could have a driver that's not able to
22 handle luggage. And that driver could
23 get a summons because the person says,
24 well, I don't want -- I could put the
25 luggage in the trunk, but I don't

1 want --

2 I just want there to be a
3 reasonableness standard that's already
4 in the Paratransit rules, that says
5 that within reason, the driver shall
6 load and unload mobility devices,
7 luggage. I just ask that there be a
8 reasonableness standard also in the
9 taxicab rules so that we don't have a
10 situation of --

11 I'm just concerned for a handful
12 of our drivers that perhaps our good
13 drivers, experienced drivers, worked
14 for many, many years and maybe can't
15 handle pieces of heavy luggage.

16 MR. BADER: Well, we'll look
17 at -- we'll certainly look at the
18 Paratransit. But my experience also
19 here is that there is nobody who is
20 more considerate of anybody who has a
21 disability of any kind than one
22 that -- a similar one, and drivers who
23 have any kind of disability tend to be
24 the most considerate and -- and -- you
25 know, drivers of all. So I really

1 don't anticipate there being that kind
2 of a problem. But we'll certainly
3 look at what the issues are relative
4 to Paratransit.

5 But my guess is that those are
6 some of the best drivers we have, are
7 people who are conscious of other
8 people's disabilities and are very
9 considerate of them.

10 MR. MAZER: I agree.

11 COMMISSIONER DO: Sherryl?

12 COMMISSIONER ELUTO: Okay. Our
13 next speaker is Evan Yankey from the
14 Brooklyn Center for Independence of
15 the Disabled.

16 MR. YANKEY: Good morning. My
17 name is Evan Yankey, and I'm the
18 advocacy director for Brooklyn Center
19 For Independence of the Disabled, or
20 BCID. We are here today to comment on
21 the proposed rule on changes to
22 remedial education for service
23 violation.

24 We support changes to
25 accessibility training, and these

1 proposals are a good start. Riders
2 with disabilities face many barriers
3 to accessible taxi use, including
4 refusals to pick up wheelchair users
5 and other disabled people, and the
6 constant reluctance of drivers to
7 secure the wheelchairs of riders
8 appropriately. This puts riders,
9 especially wheelchair users, at risk
10 and it makes it less likely they will
11 take advantage of the city's vast
12 for-hire vehicle system.

BCID and other groups have worked so hard to get wheelchair accessible taxis on the road. That's why it's particularly angering when drivers won't pick up or secure wheelchair users.

19 Our understanding is the
20 mandatory course will include hands-on
21 training with each driver securing
22 another driver who is in a wheelchair.
23 Hands-on training makes sense, but we
24 urge you to have the driver secure a
25 person who uses a wheelchair or

1 scooter, not another driver.

2 Ideally, drivers who train on a
3 variety of mobility devices, including
4 manual and power wheelchairs, scooters
5 of different sizes and configurations
6 of mobility devices. Drivers deserve
7 access to training where they are able
8 to experience the various challenges
9 of a range of mobility devices and the
10 feedback of a person with a disability
11 themselves.

12 We also urge you to regularly
13 evaluate the effectiveness of the
14 training to reflect the experience of
15 drivers and passengers, and report
16 back to the commissioners.

17 While we understand the training
18 will also include information on legal
19 and safe passenger pick-up and
20 drop-offs, we want to emphasize that
21 the very New York City streetscape at
22 times makes it difficult to do a safe
23 drop off legally. And in these cases,
24 we believe safety should be
25 prioritized.

1 Many riders with disabilities
2 are prevented safe drop-offs by
3 drivers who wish to avoid fees or
4 fines, and we think this is a problem
5 that deserves --

6 (Audio interruption.)

7 COMMISSIONER ELUTO: Okay. All
8 right. Thank you.

9 We have someone waiting only
10 identified as iPhone. iPhone, if you
11 can please unmute and identify
12 yourself, please.

13 >No response.)

14 COMMISSIONER ELUTO: No? Any
15 other speakers?

16 >No response.)

17 COMMISSIONER ELUTO: Okay.
18 iPhone, who are you? You've unmuted,
19 but --

20 >No response.)

21 COMMISSIONER ELUTO: All right.
22 We had a few other speakers signed up,
23 but they apparently have changed their
24 mind. They're not listed here today.

25 So I believe that's the end of the

1 hearing, Commissioner Do.

2 COMMISSIONER DO: Great. I want
3 to first thank our commissioners for
4 being here today and listening to the
5 public testimony regarding our rule
6 changes on this.

7 This is an incredibly important
8 rule change that will help change the
9 landscape of making it easier for our
10 passengers who use wheelchairs to get
11 a wheelchair -- and to ensure a
12 wheelchair accessible vehicle, excuse
13 me, and ensure that drivers continue
14 to provide the upmost excellent level
15 of service that we've all come to
16 expect.

17 And so -- and there are several
18 other changes within the licensing
19 structure within this rule as well.
20 And as you heard from many of the
21 advocates, we'll take in all -- all
22 the information from the advocates,
23 from the organizations and from our
24 drivers, make this even better a rule
25 package. And so thank you all for

1 | your participation this morning.

2 And now the time is 10:24. I'll
3 close the public hearing. Thank you.

4 (TIME NOTED: 10:24 a.m.)

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In Re NYC - Taxi & Limousine Commission Public Hearing
December 17, 2025

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1 C E R T I F I C A T E

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3 STATE OF NEW YORK)

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COUNTY OF NASSAU)

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7 I, Elbia Brumit, a Notary Public within
8 and for the State of New York, do hereby certify:

9 I reported the proceedings in the
10 within-entitled matter, and that the within
11 transcript is a true record of such proceedings to
12 the best of my ability.

13 I further certify that I am not related
14 to any of the parties to this action by blood or
15 marriage; and that I am in no way interested in
16 the outcome of this matter.

17 IN WITNESS WHEREOF, I have hereunto set
18 my hand this 17th day of December, 2025.

19

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21



ELBIA BRUMIT

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