

Initial Results from TLC Driver Feedback Survey

June 12, 2026





Introduction

In this new era for TLC, our work is guided by three key priorities: Driver and Passenger Dignity, Corporate Accountability, and a Transportation **System that Works Together**.

These priorities shape how we support the drivers who keep our city moving, protect the passengers who rely on TLC-licensed services, and work with our partners to build a safer, fairer, and more responsive transportation system.

- In April 2026, TLC launched a first-of-its-kind driver survey to better understand the perspective of our licensed drivers.
- The survey provided drivers the opportunity to weigh in on consequential decisions that impact their working conditions, incomes, and industries.
- TLC advertised the survey through industry emails, on social media, at our facilities, and at in-person outreach events.
- We will use the results to improve how we interact with our licensees and prioritize agency initiatives, and plan to distribute the survey periodically to evaluate changes in driver sentiment over time.

Fostering a listening-first approach



This document provides an overview of drivers' perspectives on a wide range of issues covered by the survey.

Consistent with TLC's commitment to transparency, we are publishing the complete survey results with full responses to each question.



Nearly 4,000 drivers filled out the survey

About 1,400 drivers—36% of respondents—took the survey in a language other than English.

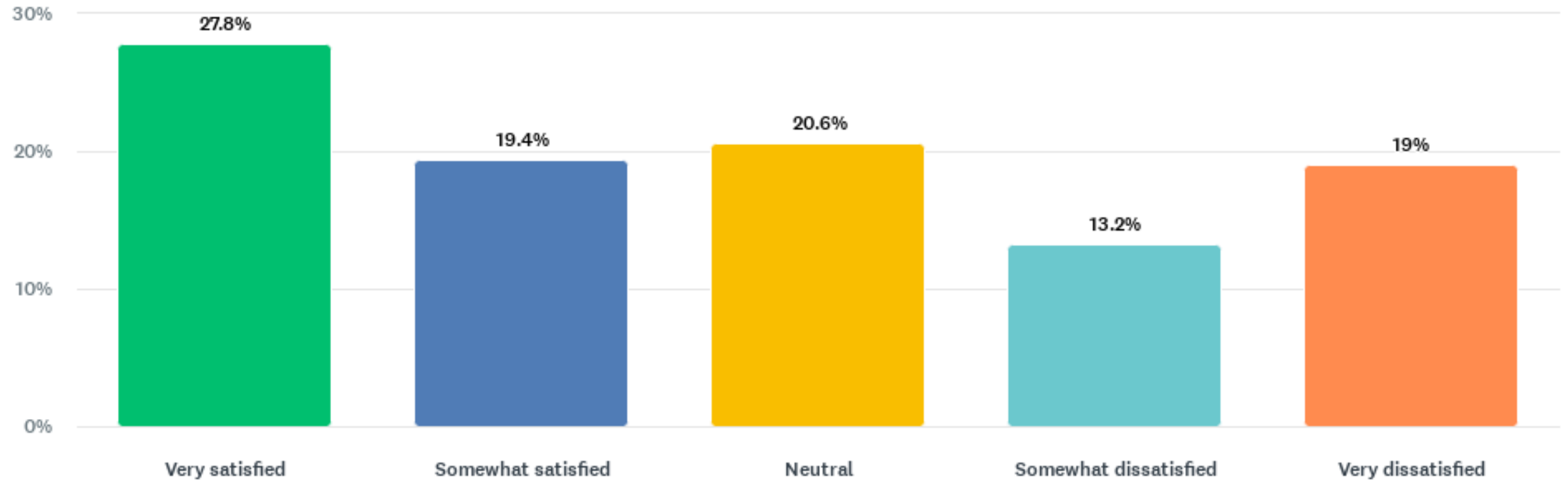
More than 1,100 responses were received on April 20, the busiest day for the survey.

* Response numbers as of June 9, 2026

General satisfaction with TLC is mixed

Q1 3930 responses

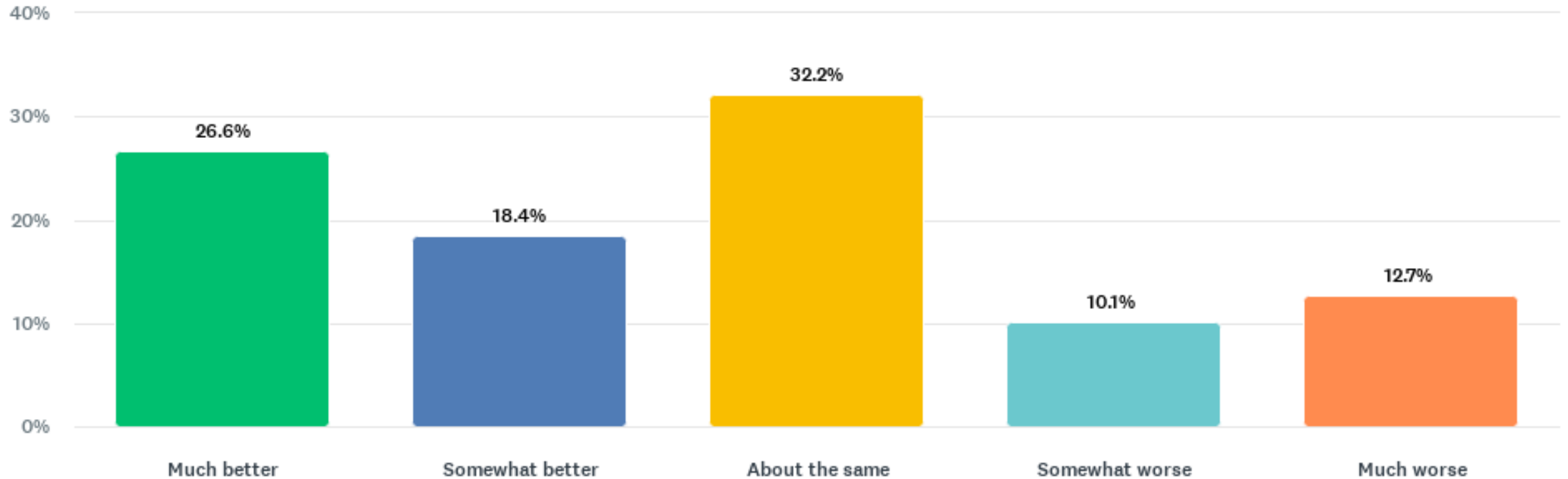
Overall, how satisfied are you with TLC?



Most respondents think TLC's relationship with drivers has improved or remained the same

Q2 3930 responses

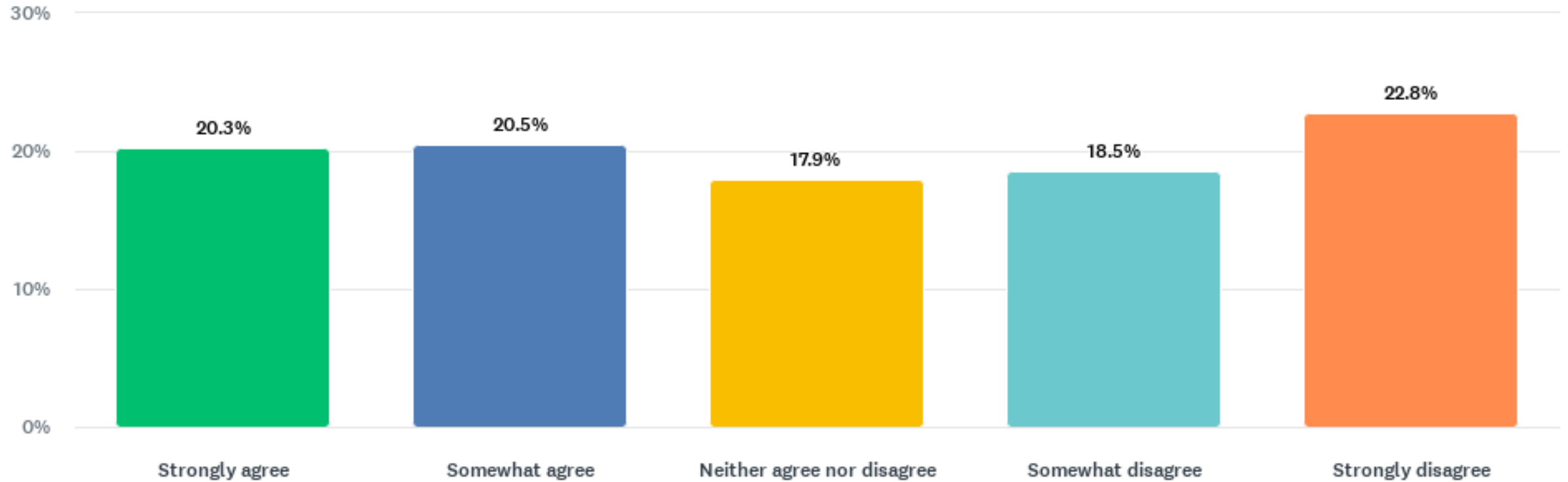
Since you became a TLC driver, how has TLC's relationship with drivers changed?



There is little consensus about whether TLC rules are fair to drivers

Q3 3545 responses

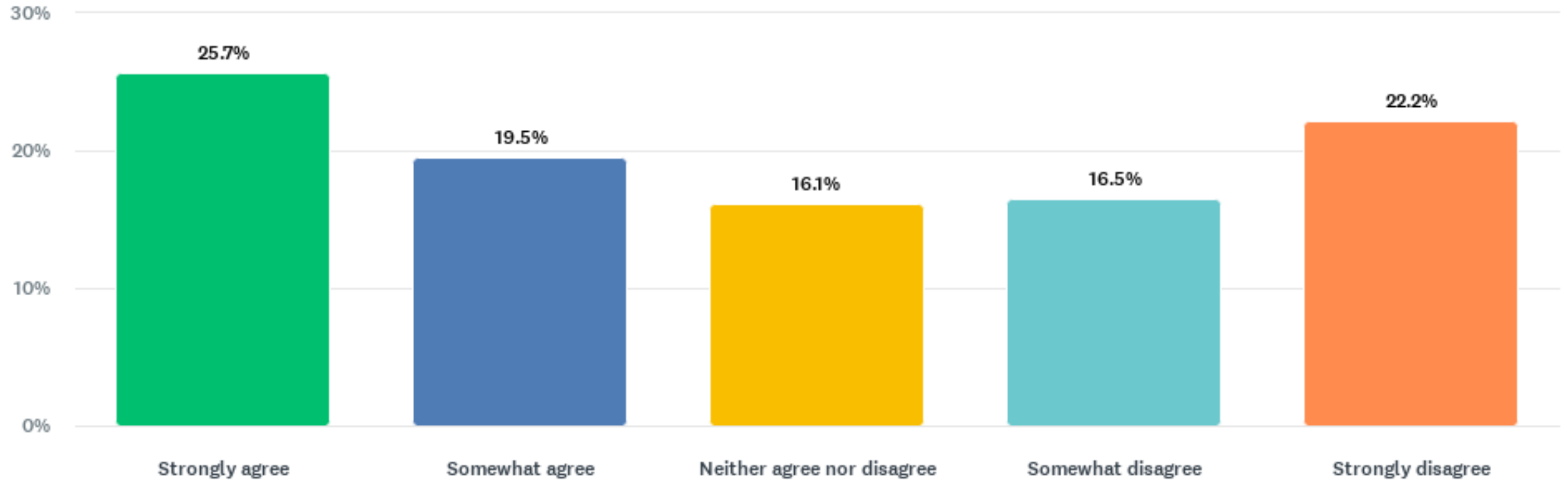
TLC rules and policies are fair to drivers.



Drivers are split on whether fines are justified

Q4 3545 responses

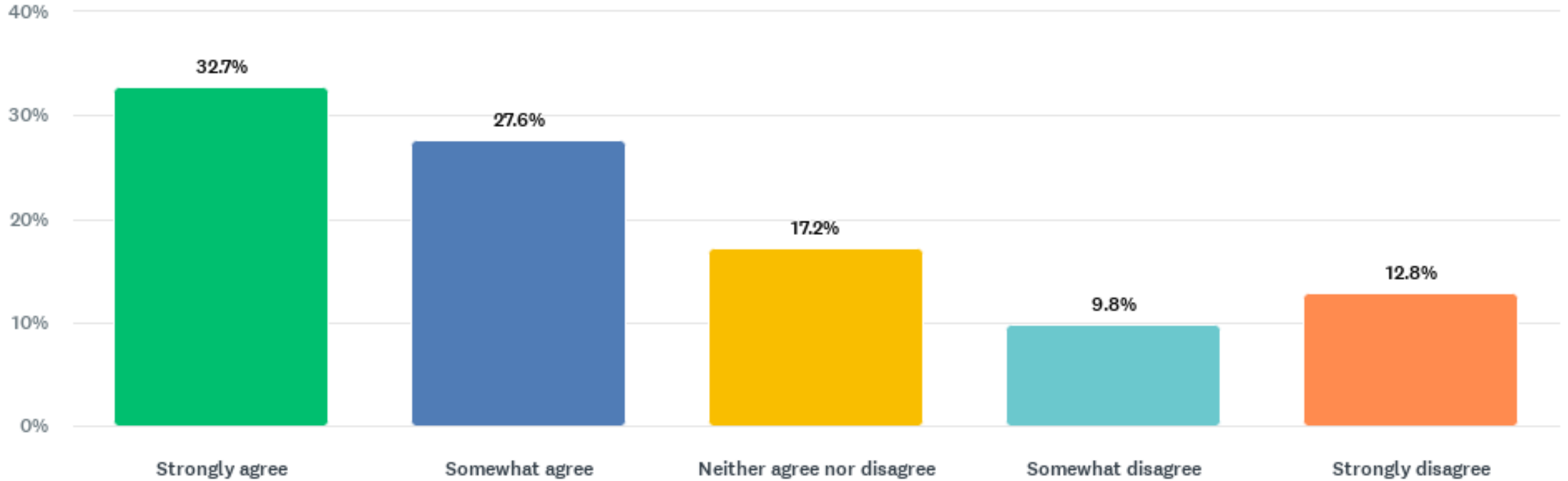
TLC only fines drivers when necessary to ensure safe and reliable service.



Most drivers agree that TLC communications are clear and understandable

Q5 3545 responses

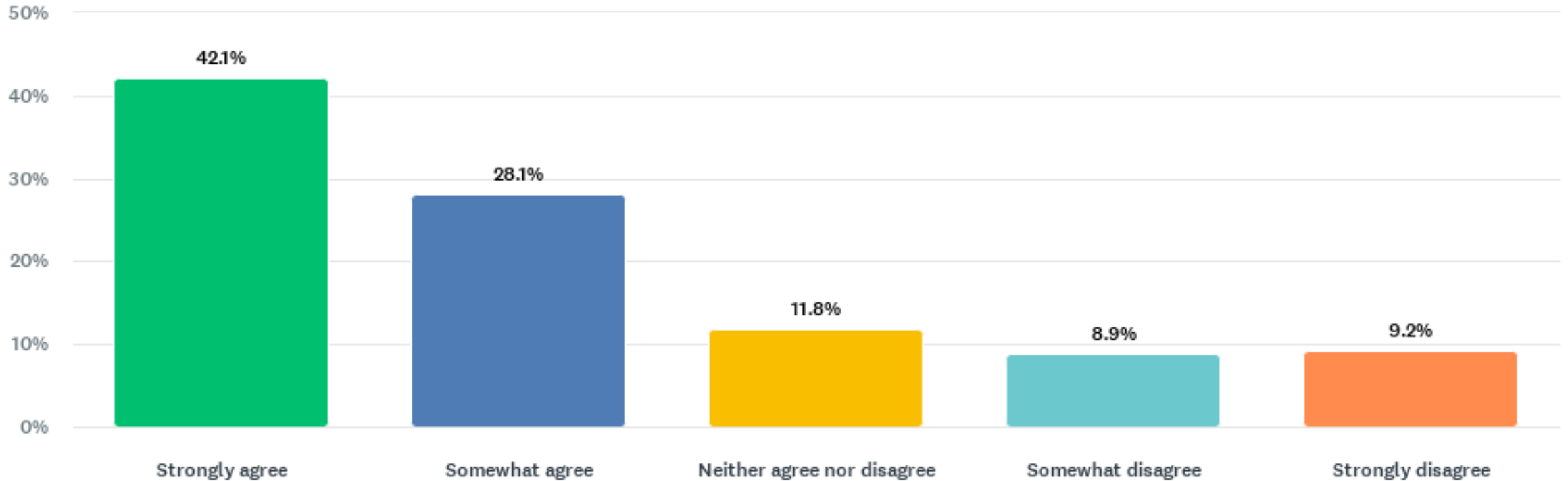
TLC communications to drivers are clear and understandable.



About 70% of drivers agree that TLC requirements are easy to complete

Q6 3545 responses

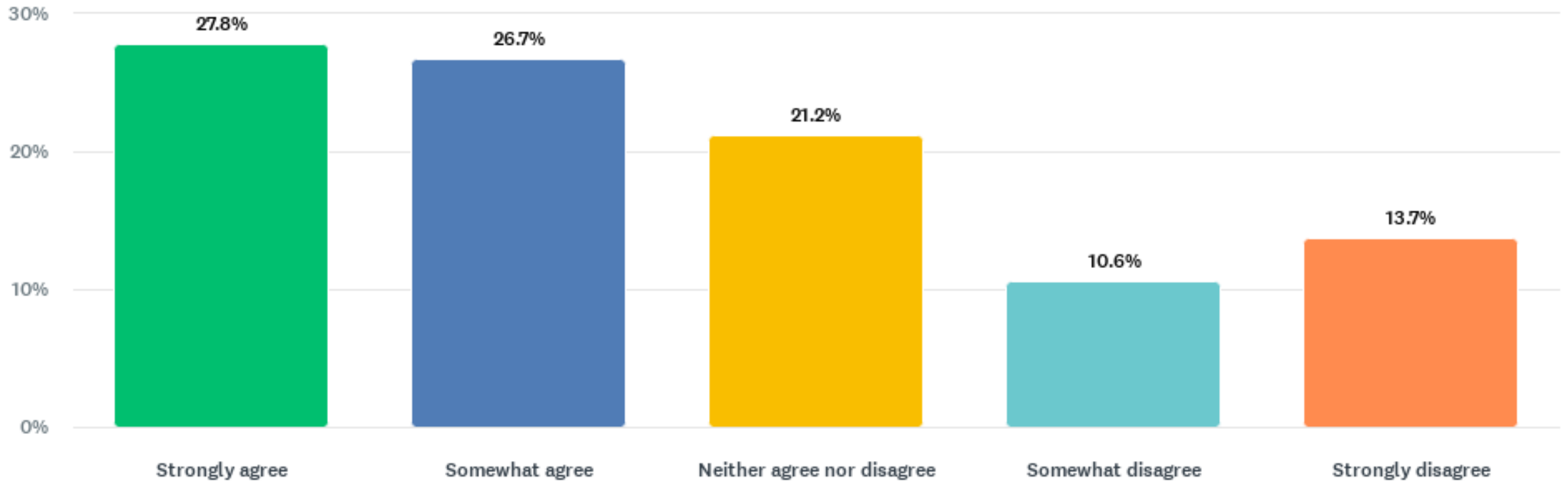
It is easy to complete TLC requirements like licensing, renewal, and inspection.



Most drivers are satisfied with TLC's responsiveness

Q7 3545 responses

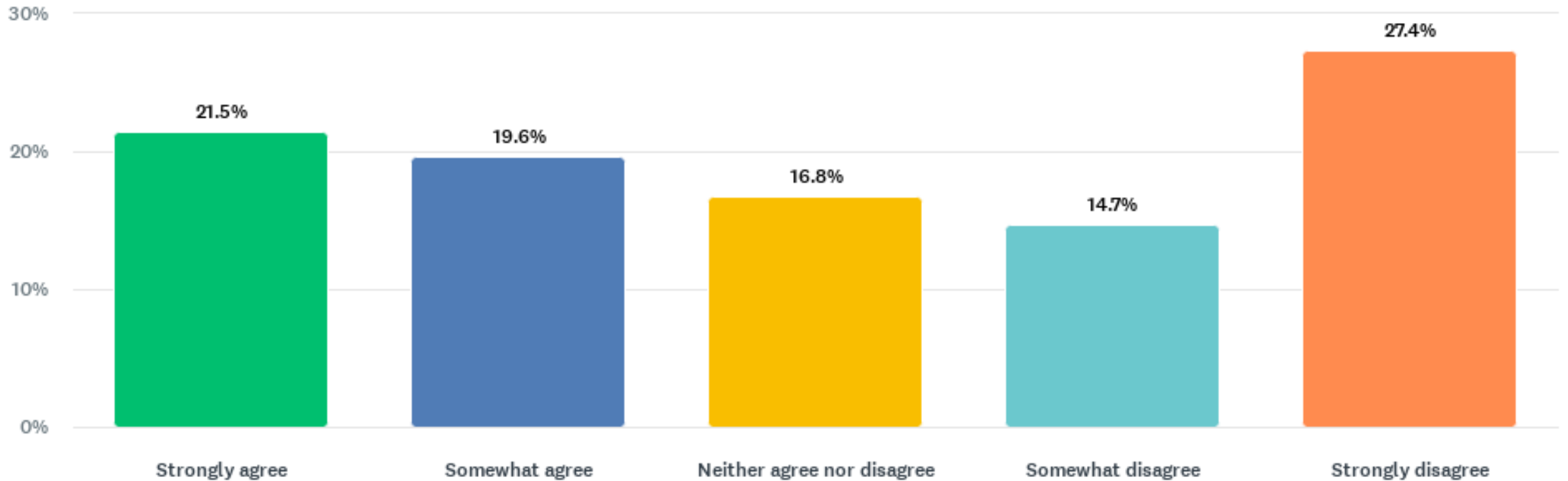
When I contact TLC, I am usually satisfied with the response.



Many drivers feel negatively about their treatment by app companies, bases, and fleets

Q8 3545 responses

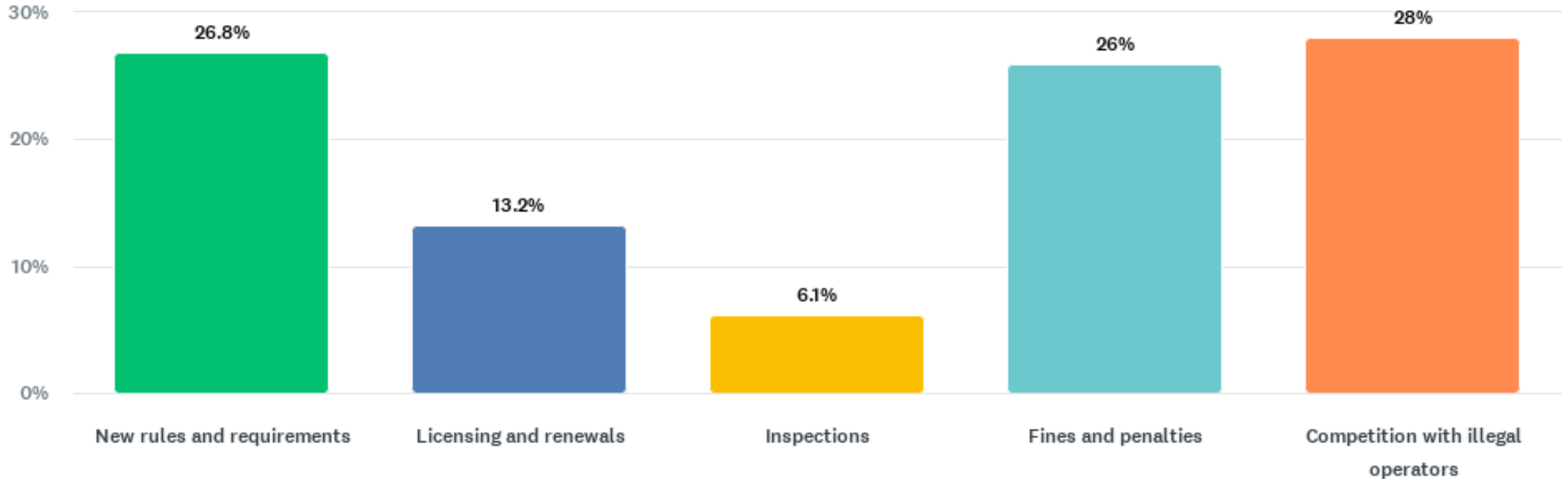
I am treated fairly by industry businesses like app companies, bases, and fleets.



Drivers are split on their primary causes of frustration over the past year

Q9 3248 responses

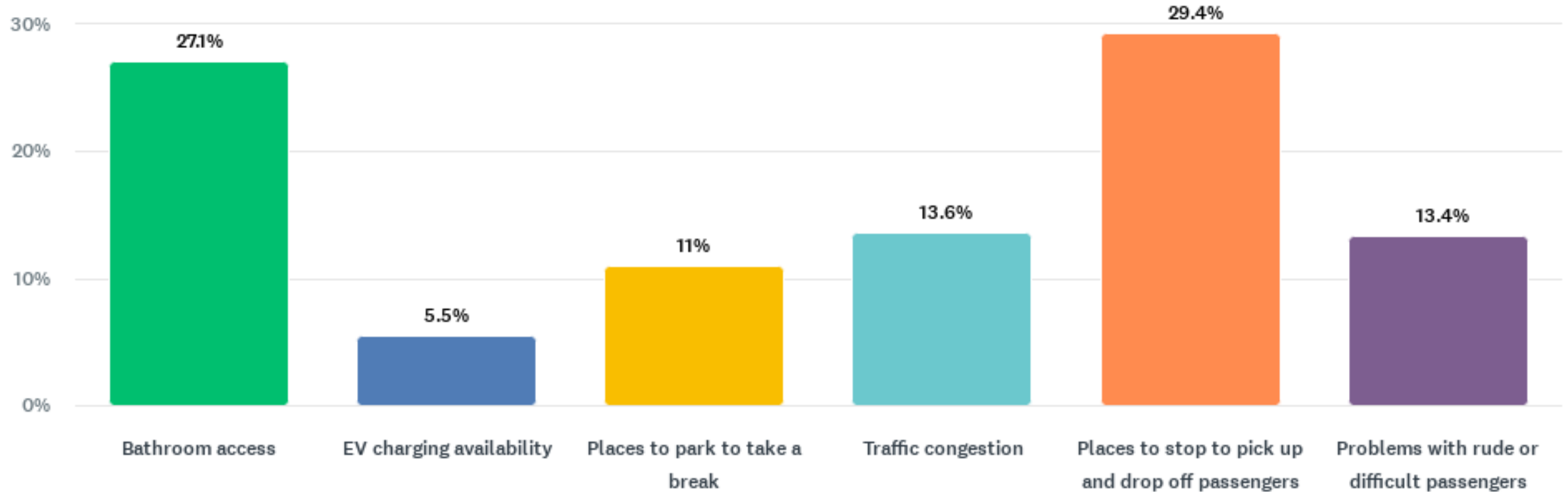
Which of the following has caused you the most frustration in the past year?



Bathroom access and pickup/drop-off areas have the greatest impact on drivers' workdays

Q10 3248 responses

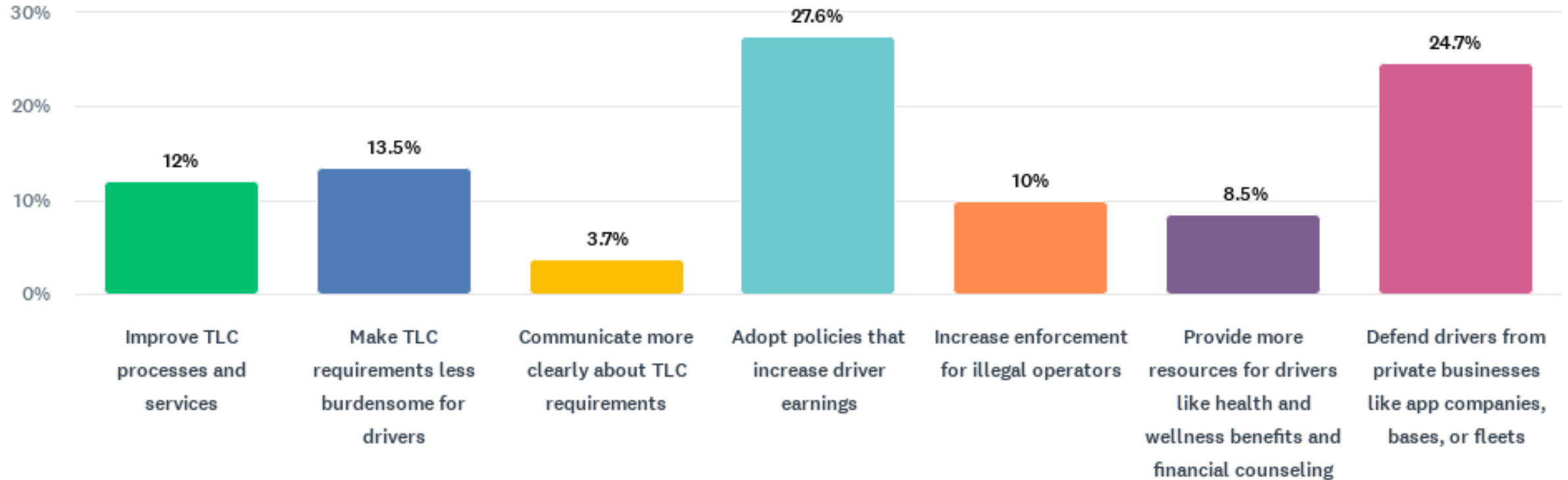
Which of the following has the greatest impact on your workday?



Drivers support TLC actions to increase earnings and defend them from private businesses

Q11 3248 responses

Which of the following TLC actions would most benefit drivers?



Q12. What should TLC focus on in the coming year?

Example responses to top themes:

Driver Earnings and Income

“Uber and Lyft often take over 60% of the passenger's fare, and while they calculate their commission on a weekly gross basis, it leads to drivers being unfairly underpaid on many individual rides.”

“Make sure drivers earn decent income with self respect, dignity intact and improve rights and deliver justice for drivers in quickest way.

Driver Expenses

“My commercial insurance has increased OVER 100% since I started in 2018. My mechanic's per-hour labor charge has gone up 33% in the last two years.”

“I am a uber driver now before I was driving yellow taxi...yellow taxi rent is too much 5000 a month that's why everyone shift to uber lyft and many other base ...but now tlc car rental is also expensive 3000 a month..you all need to fix this issue.”

“Driver's earnings are not realistic with expenses required to drive, drivers have to drive more than 72 hours per week to make ends meet.”

TLC Plate and License Availability

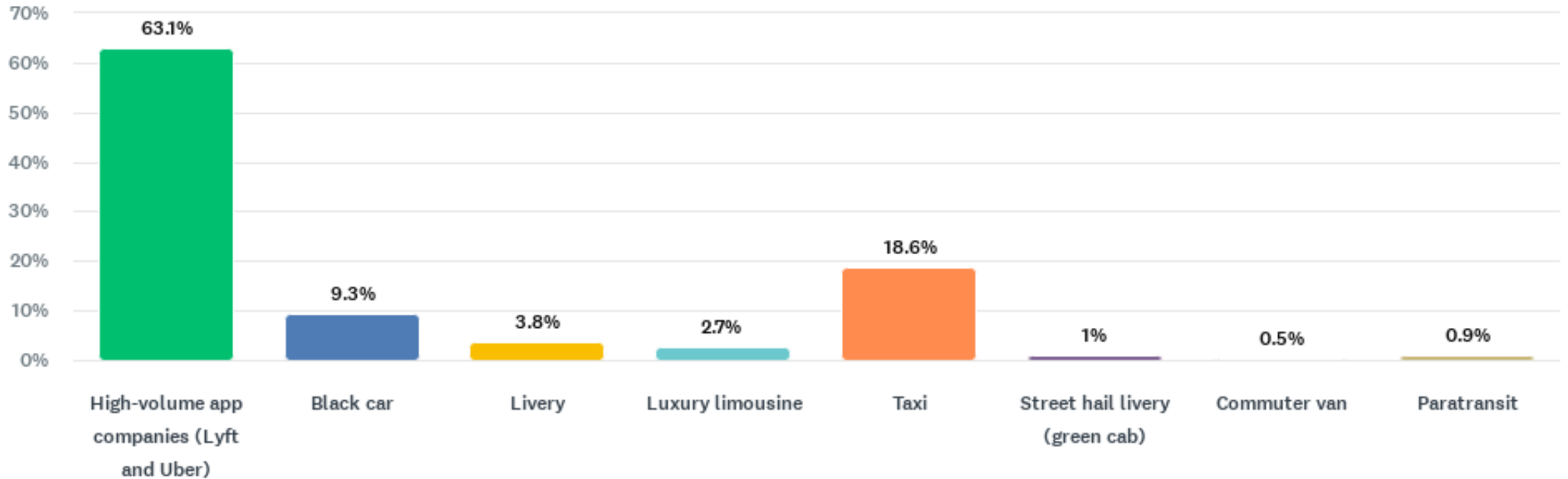
“...I am one of the drivers who required to rent vehicle that already have TLC plates. This rental often come at a very high cost, significantly reducing my earning and creating financial stress. Allowing me to own my own TLC plates could provide long-term economic relief and promote independence.”

“Don't give any more TLC license and don't give any permission to Uber and Lyft TO HIRE A DRIVER it's already too many drivers”

More than 60% of respondents drive for HV platforms

Q13 2986 responses

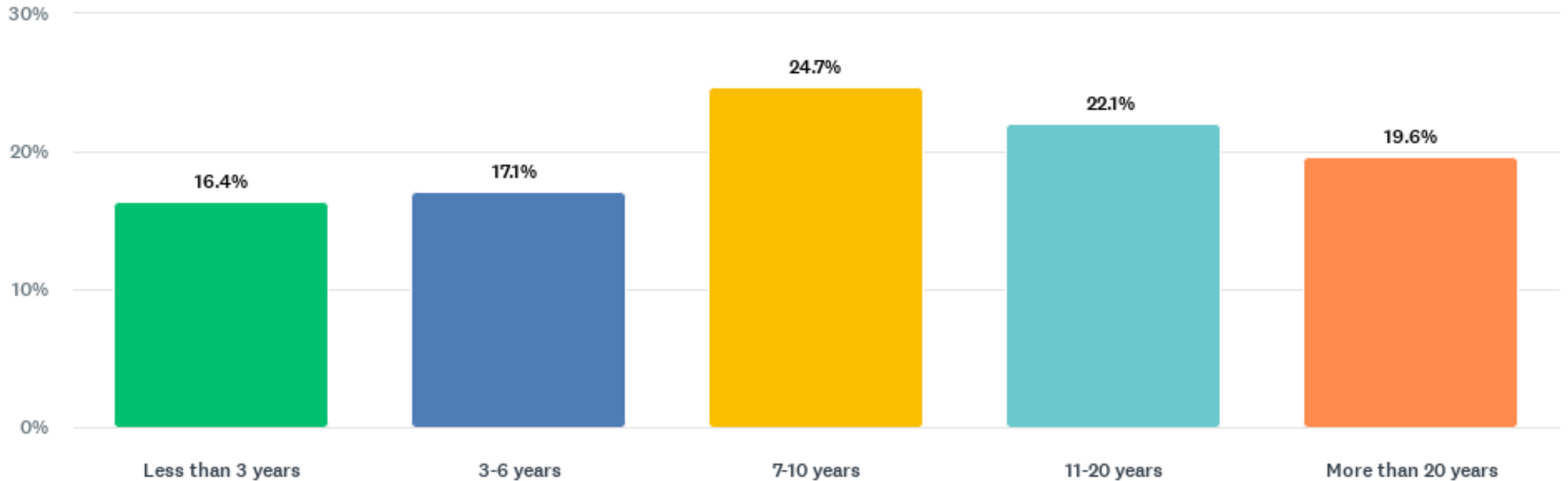
What sector do you drive for the most?



Respondents typically have long tenures in the industry

Q14 2986 responses

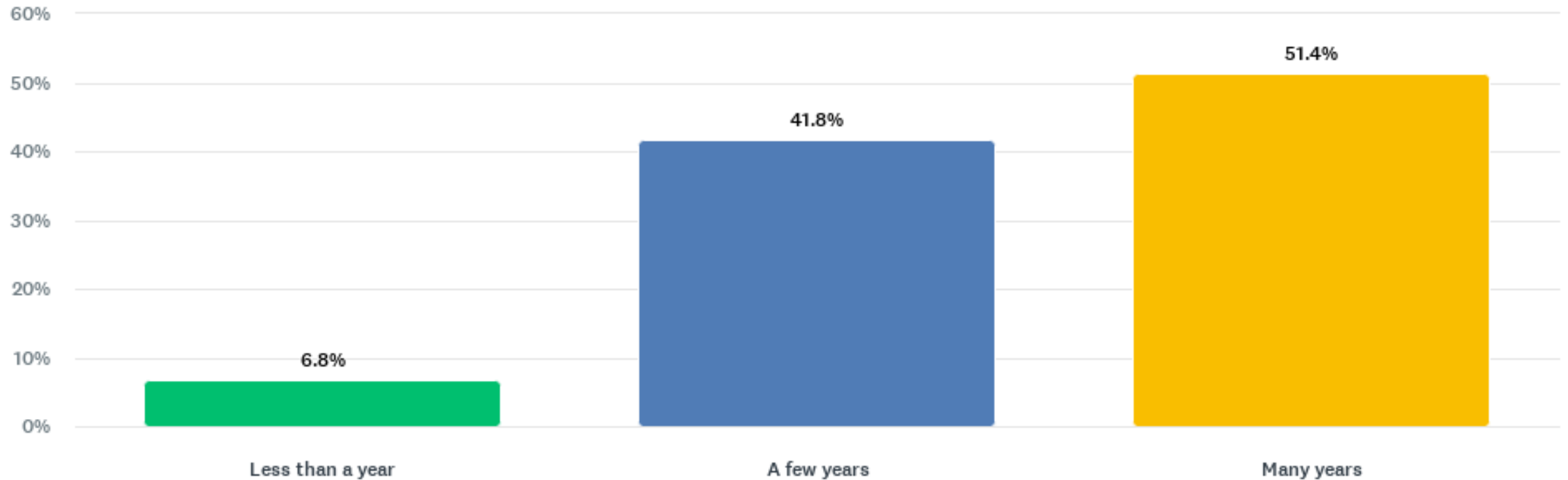
How long have you been a TLC driver?



More than half of respondents plan to drive for many years

Q15 2986 responses

How much longer do you plan to be a TLC driver?



About three-quarters of respondents drive full time, all year

Q16 2986 responses

How would you describe your work schedule as a TLC driver?

