

## **Uber Promised to Reduce, End NYC Driver Lockouts, New Data Shows Lockouts Still Making Major Impact on City's 80,000+ Rideshare Drivers**

NEW REPORT: 98% of NYC Rideshare Drivers Experienced App Lockouts in August

Across New York City, 99 percent of the city's Uber and Lyft drivers found themselves "locked out" of their driver app this summer, suddenly and unexpectedly unable to work, according to new data released by the Independent Drivers Guild on August 30, 2024. Under pressure from the Guild and city leaders, [Uber and Mayor Adams announced](#) in July that the company would immediately begin reducing the lockouts and end them completely by early September. However, new data from the Independent Drivers Guild shows the lockouts continued to have a major impact on New York City's for-hire vehicle drivers, with 98 percent of drivers reporting rideshare app lockouts in August.

The new report from the Independent Drivers Guild is based on a survey of more than 3,000 New York City for-hire vehicle drivers conducted August 26-29, 2024. Other key findings include:

- **No Boroughs Unaffected:** More than 90 percent of drivers reported being locked out in Brooklyn, Queens and Manhattan, 76% reported lockouts in the Bronx and 52% in Staten Island. Lockouts also occurred at all hours of the day.
- **Drivers Locked Out for Hours, Days, Weeks:** While the duration of lockouts varied, 64% of drivers reported being locked out from working for 2 or more hours and more than one in three drivers (37%) reported being locked out for a day or more. Nearly ten percent of respondents (9.6%) reported lockouts of a week or more.
- **Reduced Pay, Increased Stress, Longer Hours, Unable to Pay Rent:** More than 9 in 10 drivers reported reduced earnings and increased stress as a result of the lockouts. Other lockout impacts included: 86% struggle to pay bills or rent, 80% have had to work longer hours on the road, 80% reported wasting gas and time due to lockouts, and 72% were unable to pay their rent or bills.

Read the full survey results here:

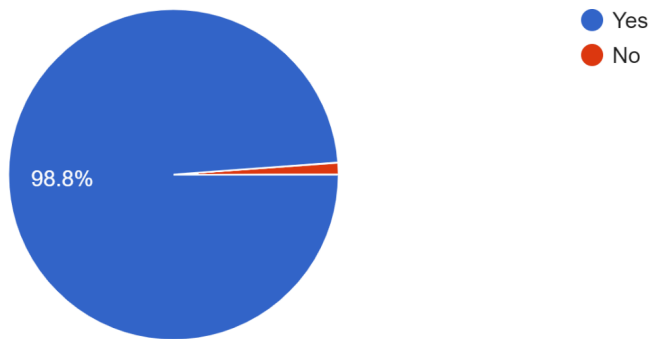


# INDEPENDENT DRIVERS GUILD LOCKOUT REPORT

More than 3,000 New York City for-hire vehicle drivers completed the Guild's survey between August 26 - 29, 2024.

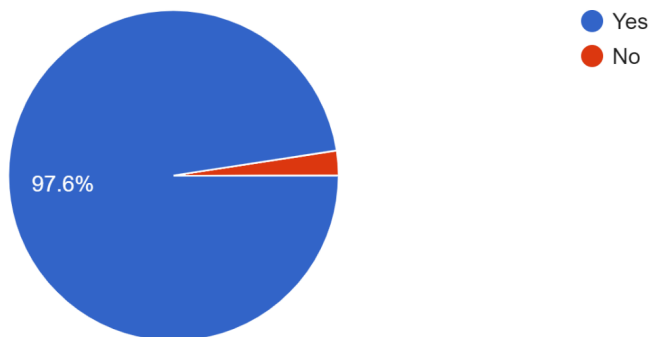
Have you been locked out this summer?

3,006 responses



Have you been locked out since July 31, 2024?

3,006 responses



How have lockouts affected you? Please check all that apply.

2,999 responses

93% Reduced my weekly pay

91% Made me very worried and stressed

86% Struggle to pay my bills or rent

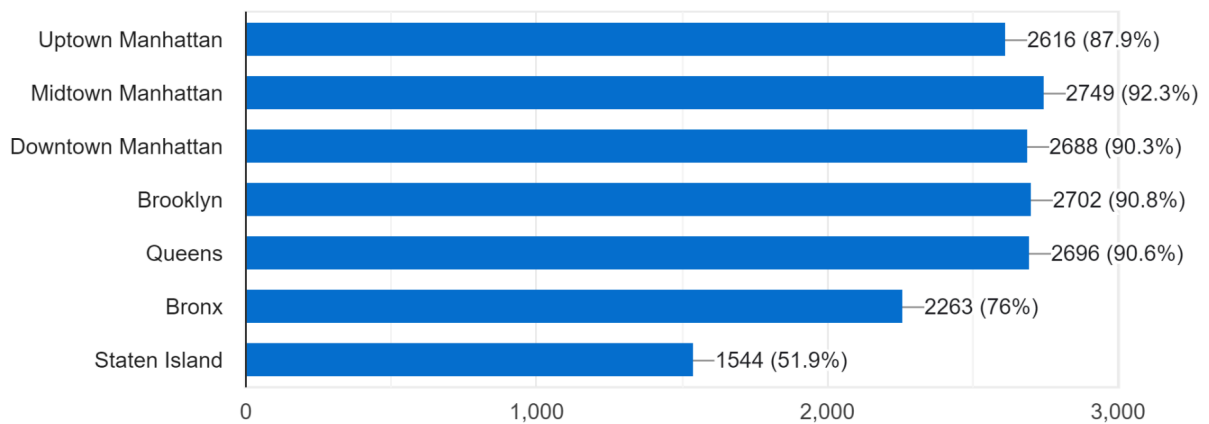
80% Have had to work longer hours on the road

80% Wasted gas or EV charge and time driving around waiting to get back on the app

72% Unable to pay my bills or rent

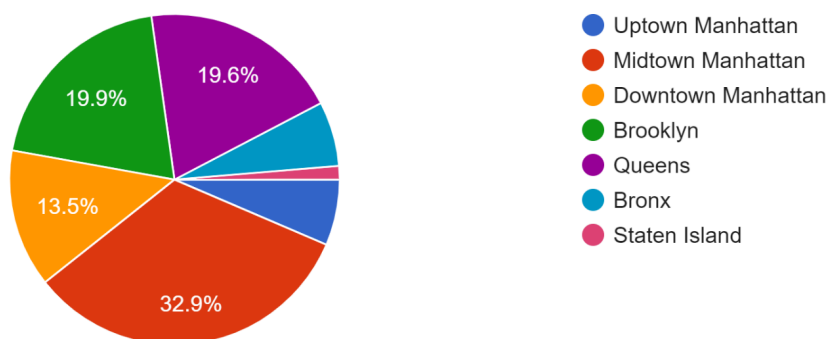
If you were locked out, where in New York were locked out? Please check ALL THAT APPLY.

2,977 responses



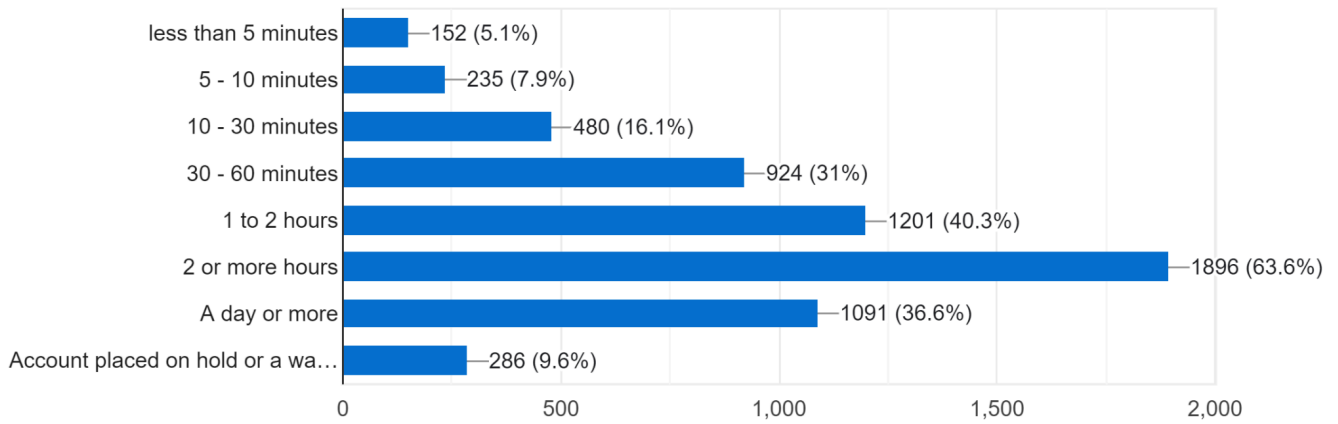
Where have you been locked out the most? Please choose one.

2,862 responses



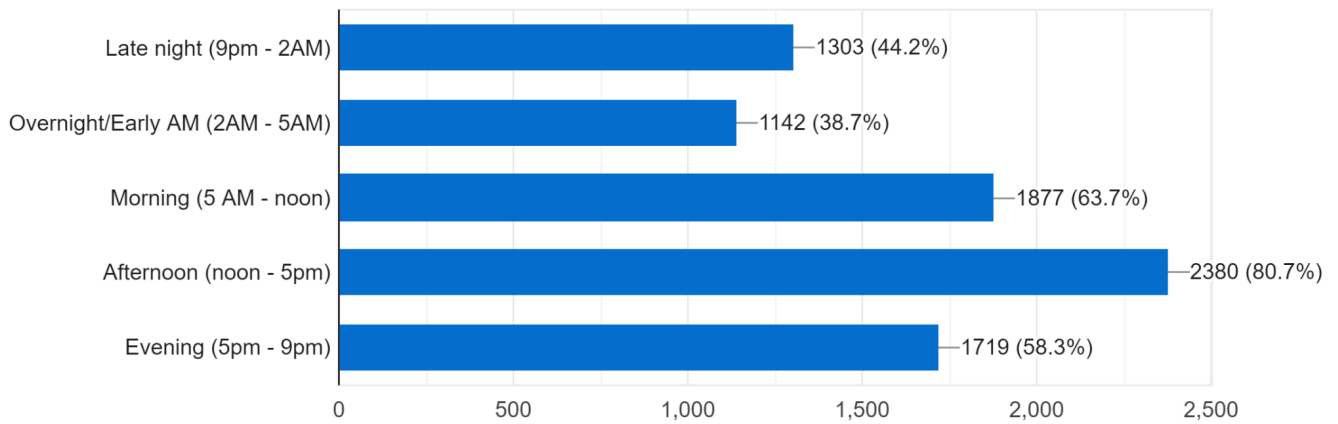
### How long were you locked out? Please check all that apply

2,979 responses



### What times were you locked out? Please check all that apply

2,948 responses



How have lockouts affected you?

*A sampling of the open-ended responses provided*

Very very very Stressed

I had lost more than half My income weekly

Im behind with all my bills and rent

At the point I'm working only 3 hrs per day

!😞😞😞😞

A humiliation to the honest man who only wants to work

Uber Lyft put our self respect so down

CANNOT provide enough food for my children!

Caused me to drive where I had to continually refresh the app. Less Safe!

I have a family, three children, I work from morning until night, I can't feed my family.

Barely living

Es muy depresivo

Send my family back to my country because I'm unable to take care of them

I'm about to be a homeless because of this lockout

Cut my income by \$300 a week!

Cannot feed my family

Can't sleep well cuz I have to check every sec which app is on to go work

Problems with the family because more hours outside

Lost my saving money

All the time need to look the app

Unable to take a break

Small baby wife take caring baby i am single working so difficult to survive life!!

Treating us like slaves

I scared about my car loan how will I pay for that

In order to stay online, have to stay online. Can't do to restroom, eat or take brakes. Even got into a hospital because of upset stomach. Its torture. Some ppl may say go work somewhere else, but I have a vehicle payment, insurance which is \$700/m and other expenses, even if I find a good paying job I have to keep paying this expenses!

I can't eat or rest properly, it's very stressful!

How I am gonna feed my 4 kids

It make my life completely abnormal and irregular that I'm going to be crazy

At the age 70 years i am feeling helpless to work for me and my family

In all my years as a cab driver never thought about quitting due to financial uncertainty but this broke me to the core 😞

It's so hard to start working and you don't know when you gonna be able to work

Getting sick for sitting long hours working

I almost in depression.. I have 3 kids with my wife and parents

I'm speechless and powerless just a slave.

I have a lot of depression after this happened

I can't go to work.

I am always stressed

Due to lockouts I run out of money and I wasn't able to pay and lost my TLC Plate

**Thinking to commit suicide since I'm not able to pay my bills and rent, unable to feed my children at this point**

Can't pay my kids expenses

Because of lockout use of my credit card wen up had to take lone also insurance and car payment put me behind

Unable to maintain family expenses

Worry about my car payment, I finance 58,000 thousand dollars SUV to please Uber demand for newer car and now I am struggling to make my payments what could affect my credit score

Less time to sleep and less time with my family cuz I have to be on the road more than 12 hours

They broke promise to my flexible hour working

LIMITED ON HOURS DIFICULT TO GO ONLINE IN MANY PLACES IN THE STATE OF NEW YORK.

It truly has been stressful and I've missed multiple payments the past few weeks. **It is ridiculous that a app is telling us when we can and can't work.**

Since drivers keep driving every where and keep tons of time pressing the phone screen to go online can get to an accident and this is very serious matter. I got frustrated and stressed by driving and waiting

How I gonna survive in New York with all my bills and foods etc .....

We are workers with family we pay taxes gasoline bridges food rent and they pay us with a closure it's not fair we just work to pay our bills and live with dignity it's not fair this I've spent a very bad summer without money and owing credit card interest and paying a weekly car of 500 dollars a week and so you can't survive

I am worrying how to pay the bank.

Hay que aprovechar el tiempo bueno que nos dejan conectado y y hasta hambre pasamos porque sabemos que no van a desconectar

I drive for living, and with all lockouts, it's been hard for me to support my family. My kids sometimes slept hungry because I couldn't make money. I was seeking for SNAP just to feed my kids. I'm in a situation where I'll have to go bankrupt. TLC/Uber and officials of NYC must STOP this nonsense they're playing with peoples livelihood.

worries and tension all time

couldn't do the grocery for my family. couldn't send money who's are dependent in my family back home

I've gotten into debt trying to maintain

Unfair to drivers

I struggle to survive with my family

Nervous

Disturb my work schedule

High blood pressure

Can't schedule anything in my personal life because of unpredictability

Very frustrating to drive under such conditions

Can't spend time with my loved ones specially my kids

Not earning as usual get Stressed and that effecting whole my family, because I'm head of the house and hard worker.

Make me have a lot of unpaid bills

Giving me blood pressure and strss while on the job

I am so worried about the bill .

Mentally depressed for everything.

I'm getting anxious and nervous because I can't work