

House File 96 - Introduced

HOUSE FILE 96
BY PETTENGILL

A BILL FOR

1 An Act providing for the regulation of transportation network
2 companies, and providing penalties.

3 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

1 Section 1. NEW SECTION. 321N.1 Short title.

2 This chapter shall be known and may be cited as the
3 "*Transportation Network Company Act*".

4 Sec. 2. NEW SECTION. 321N.2 Definitions.

5 As used in this chapter, unless the context otherwise
6 requires:

7 1. "*Local authorities*" means local authorities as defined
8 in section 321.1.

9 2. "*Participating driver*" or "*driver*" means a person who
10 operates a motor vehicle in connection with a transportation
11 network company's online-enabled application or platform to
12 offer or provide riders with transportation network company
13 services. "*Participating driver*" does not include a person
14 who provides services for, or who is under contract with, a
15 political subdivision or other entity exempt from federal
16 income tax under section 115 of the Internal Revenue Code. A
17 participating driver is not required to be an employee of a
18 transportation network company.

19 3. "*Transportation network company*" or "*company*"
20 means a person operating in this state that provides
21 prearranged transportation services for compensation using
22 an online-enabled application or platform to connect riders
23 with participating drivers. "*Transportation network company*"
24 does not include a motor carrier as defined in section 325A.1,
25 a private carrier as defined in section 325A.1, a charter
26 carrier as defined in section 325A.12, a common carrier, a
27 taxicab service, a transportation service arranged through
28 a transportation broker, a ridesharing arrangement, a
29 transportation service provided over fixed routes at regular
30 intervals, or a political subdivision or other entity exempt
31 from federal income tax under section 115 of the Internal
32 Revenue Code. A transportation network company is not required
33 to own, control, operate, or manage a motor vehicle operated by
34 a participating driver.

35 4. "*Transportation network company insurance*" means a

1 liability policy that covers a participating driver's operation
2 of a motor vehicle while providing transportation network
3 company services or in connection with a transportation network
4 company's online-enabled application or platform.

5 5. "*Transportation network company rider*" or "*rider*" means
6 a passenger being transported by a participating driver in
7 a motor vehicle that complies with the requirements of this
8 chapter. "*Transportation network company rider*" includes a
9 person or group of persons who use a transportation network
10 company's online-enabled application or platform to communicate
11 with a participating driver to obtain transportation network
12 company services in the driver's motor vehicle.

13 6. "*Transportation network company services*" or "*services*"
14 means the transportation of a rider by a driver with whom the
15 rider was matched through a transportation network company's
16 online-enabled application or platform.

17 Sec. 3. NEW SECTION. 321N.3 Regulatory power — local
18 authorities — permits.

19 1. Notwithstanding any other provision of law to the
20 contrary, transportation network companies are governed
21 exclusively by this chapter.

22 2. A local authority shall not subject a transportation
23 network company or participating driver to rate, entry,
24 operational, or common carrier requirements, or any other
25 requirements, except as set forth in this chapter. A local
26 authority may enact an ordinance consistent with this chapter
27 relating to the administration of this chapter by the local
28 authority, including but not limited to ordinances relating to
29 permits, penalties, safety requirements, and proof of financial
30 liability coverage.

31 3. A taxicab or shuttle service provider that ceases to
32 provide taxicab or shuttle services and begins to provide
33 transportation network company services pursuant to this
34 chapter shall not be subject to local ordinances regulating
35 taxicab or shuttle services.

1 4. If a rider files a complaint with a local authority
2 against a transportation network company or participating
3 driver, the local authority may inspect the company's records
4 as is reasonably necessary to investigate and resolve the
5 complaint.

6 5. a. A person shall not operate a transportation network
7 company in this state without a permit.

8 b. A local authority may issue a permit to a transportation
9 network company if the company satisfies the requirements of
10 this chapter and pays an annual fee, as determined by local
11 ordinance, equal to the reasonable costs to the local authority
12 of regulating transportation network companies divided by the
13 number of transportation network companies operating within the
14 jurisdiction of the local authority.

15 c. A local authority shall determine the form and manner of
16 an application for a transportation network company permit.

17 d. A local authority may deny a transportation network
18 company permit application or refuse to renew a permit if the
19 transportation network company has not paid a civil penalty
20 assessed by the local authority.

21 e. A local authority may suspend, revoke, alter, or amend a
22 permit issued to a transportation network company.

23 f. A local authority may assess a civil penalty against a
24 transportation network company or a participating driver only
25 as provided in this chapter.

26 Sec. 4. NEW SECTION. 321N.4 Insurance.

27 1. Notwithstanding any other provision of law to the
28 contrary, this chapter governs the requirements of insurance
29 policies issued to a transportation network company or a
30 participating driver and the obligations of the parties to the
31 insurance policies.

32 2. A transportation network company or a participating
33 driver shall maintain transportation network company insurance
34 as required by this section. A transportation network company
35 shall file proof of any transportation network company

1 insurance maintained by the company, or by a driver with the
2 transportation network company, with the local authority in
3 the city or county in which the driver will be providing
4 transportation network company services.

5 3. From the moment in which a participating driver accepts
6 a request from a rider over the transportation network
7 company's online-enabled application or platform until the
8 moment the driver completes the transaction on the company's
9 online-enabled application or platform or the ride is complete,
10 whichever is later, the transportation network company
11 insurance shall provide for coverage in all of the following
12 amounts:

13 a. One million dollars for death, bodily injury, and
14 property damage resulting from any one accident.

15 b. Uninsured motorist coverage and underinsured motorist
16 coverage in the amounts required under section 516A.1.

17 c. Collision physical damage coverage and comprehensive
18 physical damage coverage in the amounts carried by the
19 participating driver for operation of the motor vehicle for
20 purposes other than those stated in this chapter, unless the
21 insurer providing the coverage for operation of the motor
22 vehicle for purposes other than those stated in this chapter is
23 also providing transportation network company insurance to the
24 driver.

25 4. a. Subject to paragraph "b", the requirements of
26 subsection 3 may be satisfied by any of the following:

27 (1) Transportation network company insurance maintained by
28 the participating driver.

29 (2) Transportation network company insurance maintained by
30 the transportation network company.

31 (3) A combination of subparagraphs (1) and (2).

32 b. Insurance maintained pursuant to paragraph "a",
33 subparagraph (1) or (3), shall satisfy the requirements of this
34 section only if the transportation network company verifies
35 that the participating driver maintains transportation network

1 company insurance and the policy covers the driver's operation
2 of the motor vehicle in connection with the transportation
3 network company's online-enabled application or platform.

4 5. From the moment in which a participating driver logs
5 on to the transportation network company's online-enabled
6 application or platform until the driver accepts a request
7 from a rider over the company's online-enabled application or
8 platform, and from the moment in which the driver completes
9 the transaction on the company's online-enabled application or
10 platform or the ride is complete, whichever is later, until
11 the driver accepts another request from a rider over the
12 company's online-enabled application or platform or logs off
13 the online-enabled application or platform, the transportation
14 network company insurance shall provide for coverage in all of
15 the following amounts:

16 a. Coverage for bodily injury or death equal to or greater
17 than the amounts required under section 321A.1, subsection 11.

18 b. Uninsured motorist coverage and underinsured motorist
19 coverage in the amounts required under section 516A.1.

20 c. Collision physical damage coverage and comprehensive
21 physical damage coverage in the amounts carried by the
22 participating driver for operation of the motor vehicle for
23 purposes other than those stated in this chapter, unless the
24 insurer providing the coverage for operation of the motor
25 vehicle for purposes other than those stated in this chapter is
26 also providing transportation network company insurance to the
27 driver.

28 6. The requirements of subsection 5 may be satisfied by any
29 of the following:

30 a. Transportation network company insurance maintained by
31 the participating driver.

32 b. Transportation network company insurance maintained by
33 the transportation network company that provides financial
34 liability coverage in the event the participating driver's
35 insurance under paragraph "a" has ceased to exist or has

1 been canceled, or the participating driver does not maintain
2 transportation network company insurance.

3 c. A combination of paragraphs "a" and "b".

4 7. Where the transportation network company insurance
5 maintained by a driver to satisfy the requirements of this
6 section lapses, is canceled, fails to provide coverage, denies
7 a claim, or ceases to exist for any reason, the transportation
8 network company insurance of the transportation network company
9 shall maintain the coverage required by this section beginning
10 with the first dollar of a claim.

11 8. An insurer providing transportation network
12 company insurance to a transportation network company or a
13 participating driver shall defend and indemnify the insured.
14 Coverage pursuant to a transportation network company insurance
15 policy shall not be contingent on the denial of a claim by
16 another insurer of the insured covered by the transportation
17 network company insurance.

18 9. a. From the moment in which a participating driver
19 logs on to the transportation network company's online-enabled
20 application or platform until the driver logs off the
21 online-enabled application or platform or the rider exits the
22 vehicle, whichever is later, all of the following apply:

23 (1) The participating driver's or the motor vehicle owner's
24 insurance policy shall not provide coverage to the driver, the
25 vehicle owner, or a third party, unless the policy explicitly
26 provides for coverage during the period of time this paragraph
27 "a" is applicable, with or without a separate premium, or the
28 policy contains an amendment or endorsement that explicitly
29 provides for coverage during the period of time this paragraph
30 "a" is applicable, and a separate premium is charged.

31 (2) The insurer of the participating driver or the motor
32 vehicle owner shall not have the duty to defend or indemnify
33 claims related to transportation network company services,
34 unless the policy explicitly provides for coverage during the
35 period of time this paragraph "a" is applicable, with or without

1 a separate premium, or the policy contains an amendment or
2 endorsement that explicitly provides for coverage during the
3 period of time this paragraph "a" is applicable, and a separate
4 premium is charged.

5 b. Notwithstanding any other provision of law to the
6 contrary, an insurer may offer an insurance policy, or an
7 amendment or endorsement to an existing policy, that covers the
8 operation of a private passenger vehicle, station wagon-type
9 vehicle, sport utility vehicle, or a similar type of vehicle,
10 with a passenger capacity of eight persons or less, including
11 the driver, used to provide transportation network company
12 services, only where the policy explicitly provides for
13 coverage during the period of time paragraph "a" is applicable,
14 with or without a separate premium, or the policy contains an
15 amendment or endorsement that explicitly provides for coverage
16 during the period of time paragraph "a" is applicable, and a
17 separate premium is charged.

18 10. During the investigation of a claim, a transportation
19 network company or its insurer shall cooperate with the
20 other insurers involved in the investigation to facilitate
21 the exchange of information, including but not limited
22 to the dates and times during which an accident occurred
23 involving a participating driver, and the times during which
24 the participating driver was logged on to the transportation
25 network company's online-enabled application or platform.

26 11. A participating driver shall carry proof of
27 transportation network company insurance coverage at all
28 times during which the driver is operating the motor vehicle
29 in connection with a transportation network company's
30 online-enabled application or platform. In the event of an
31 accident, a participating driver shall provide the proof, upon
32 request, to a peace officer and any party to the accident.

33 Sec. 5. NEW SECTION. 321N.5 Other motor vehicle
34 requirements.

35 1. On behalf of a transportation network company, a

1 mechanic certified by the national institute for automotive
2 service excellence or other nationally recognized certifying
3 organization shall conduct a safety inspection of the
4 motor vehicle of a person before the company permits the
5 person to act as a participating driver. Thereafter, a
6 mechanic certified by the national institute for automotive
7 service excellence or other nationally recognized certifying
8 organization shall conduct a safety inspection of the motor
9 vehicle at least once per year. A safety inspection required
10 by this subsection shall ensure the motor vehicle complies with
11 the applicable safety requirements for the permit issued by the
12 applicable local authority pursuant to section 321N.3.

13 2. A transportation network company, or a third party on
14 behalf of a transportation network company, shall retain an
15 accurate safety inspection record for the motor vehicle of a
16 participating driver for at least fourteen months after the
17 safety inspection was conducted.

18 3. A motor vehicle used to provide transportation network
19 company services shall display an exterior mark designating
20 the vehicle as a vehicle eligible to provide transportation
21 network company services pursuant to this chapter and any local
22 ordinance adopted by the applicable local authority pursuant
23 to section 321N.3.

24 Sec. 6. NEW SECTION. 321N.6 Driver requirements.

25 1. Before permitting a person to act as a participating
26 driver on its online-enabled application or platform, a
27 transportation network company shall verify that the person has
28 all of the following qualifications:

- 29 a. The person is at least twenty-one years of age.
30 b. The person possesses a valid Iowa driver's license.
31 c. The person possesses a valid proof of financial liability
32 coverage card as defined in section 321.1, subsection 54B,
33 for the motor vehicle to be used for providing transportation
34 network company services.
35 d. The person possesses a valid Iowa registration for the

1 motor vehicle to be used for providing transportation network
2 company services.

3 *e.* After October 1, 2015, the person possesses proof that
4 the person is medically fit to drive, if such proof is required
5 by an ordinance adopted by the applicable local authority
6 pursuant to section 321N.3.

7 2. *a.* Before permitting a person to act as a participating
8 driver on its online-enabled application or platform for the
9 first time, and every three years thereafter, a transportation
10 network company shall review a report on the driving history
11 of the person. A person with any of the following shall not
12 qualify to be a participating driver:

13 (1) More than three moving violations in the three-year
14 period preceding the person's application to qualify to be a
15 participating driver.

16 (2) One or more moving violations punishable by more than a
17 scheduled fine in the three-year period preceding the person's
18 application to qualify to be a participating driver.

19 *b.* A transportation network company, or a third party on
20 behalf of a transportation network company, shall retain an
21 accurate driving history report for a participating driver for
22 at least three years after the last time the participating
23 driver logged on to the transportation network company's
24 online-enabled application or platform.

25 3. *a.* Before permitting a person to act as a participating
26 driver on its online-enabled application or platform for the
27 first time, and every five years thereafter, a transportation
28 network company shall perform a state criminal history
29 background check and a national criminal history background
30 check on the person. The company may charge the person a
31 fee for performing the background checks required by this
32 subsection. A person shall not qualify to be a participating
33 driver if any of the following are true:

34 (1) The person has been convicted of, or has pled guilty to,
35 violating section 321J.2 or 321J.2A, or any equivalent law of

1 another state, in the seven-year period preceding the person's
2 application to qualify to be a participating driver.

3 (2) The person has been convicted of, or has pled guilty
4 to, a felony in the five-year period preceding the person's
5 application to qualify to be a participating driver.

6 (3) The person has been convicted of, or has pled guilty
7 to, an offense against property, an offense involving unlawful
8 sexual behavior, or an offense involving violence.

9 b. A transportation network company, or a third party on
10 behalf of a transportation network company, shall retain an
11 accurate criminal history record for a participating driver
12 for at least five years after the criminal history background
13 checks were performed.

14 4. A participating driver shall not provide services to
15 a rider unless a transportation network company has matched
16 the driver to the rider through the company's online-enabled
17 application or platform. A driver shall not solicit or accept
18 requests from a rider in any other manner, including a request
19 from a rider hailing the driver from the street.

20 5. A participating driver shall not offer transportation
21 network company services for more than sixteen hours, or
22 provide transportation network company services for more than
23 twelve hours, in any one twenty-four-hour period.

24 6. A transportation network company shall implement
25 a policy prohibiting the use of drugs or alcohol by a
26 participating driver while the driver is logged on to the
27 transportation network company's online-enabled application
28 or platform, or while the driver is providing transportation
29 network company services. The transportation network company
30 shall make the policy available on its internet site and
31 online-enabled application or platform.

32 **Sec. 7. NEW SECTION. 321N.7 Disclosure requirements.**

33 1. A transportation network company shall disclose all of
34 the following information to a participating driver in writing
35 prominently placed in the company's terms of service, which

1 the driver shall sign, either physically or electronically,
2 before logging on to the company's online-enabled application
3 or platform for the first time:

4 *a.* The amounts and terms of liability coverage provided by
5 the company to the driver while the driver operates a motor
6 vehicle in connection with a transportation network company's
7 online-enabled application or platform.

8 *b.* That the driver's personal motor vehicle liability policy
9 may not provide coverage when the driver operates a motor
10 vehicle in connection with a transportation network company's
11 online-enabled application or platform.

12 *c.* That if the driver's motor vehicle has a lien against
13 it, the driver shall notify the lienholder that the driver
14 is operating the vehicle in connection with a transportation
15 network company's online-enabled application or platform.

16 2. A transportation network company shall make available to
17 prospective riders and drivers the method for determining the
18 fares and rates charged, and the option to receive an estimated
19 fare.

20 3. Upon completion of a prearranged ride, a transportation
21 network company shall transmit an electronic receipt to the
22 rider by electronic mail or text message containing all of the
23 following information:

24 *a.* The point of origin and the destination of the
25 prearranged ride.

26 *b.* The total duration and distance of the prearranged ride.

27 *c.* The total fare charged to the rider, including the base
28 fare and any additional charge incurred for the duration or
29 distance of the prearranged ride.

30 *d.* The driver's name and telephone number.

31 4. A transportation network company shall make available to
32 riders a customer support telephone number on its internet site
33 and online-enabled application or platform.

34 Sec. 8. NEW SECTION. 321N.8 Refusal of service.

35 1. If a participating driver and a prospective rider

1 are matched through a transportation network company's
2 online-enabled application or platform, the company and driver
3 shall provide services to the rider in a nondiscriminatory
4 manner. The driver shall not refuse to provide services to a
5 rider unless any of the following apply:

6 *a.* The rider is acting in an unlawful, disorderly, or
7 dangerous manner.

8 *b.* The rider is unable to care for himself or herself and is
9 not in the care of a responsible companion.

10 *c.* The driver has already committed to providing services
11 to another rider.

12 2. A participating driver shall immediately report the
13 driver's refusal to provide services to a rider pursuant
14 to subsection 1 to the transportation network company. A
15 transportation network company shall annually report all such
16 refusals to provide services by participating drivers within
17 the jurisdiction of a local authority to the local authority in
18 a form and manner determined by the local authority.

19 3. A transportation network company shall not impose any
20 additional fare, rate, or fee on a rider with a physical
21 or mental disability because of the rider's disability. A
22 participating driver shall permit a service dog or assistive
23 animal, as defined in section 216C.11, to accompany a rider on
24 a prearranged ride.

25 4. Within ten days of a rider submitting a complaint to
26 a local authority that a participating driver has violated a
27 provision of this section, the local authority shall report the
28 complaint to the transportation network company for which the
29 driver provides services.

30 5. A transportation network company is not liable for a
31 participating driver's violation of a provision of this section
32 unless the driver's violation has been previously reported to
33 the company in writing and the company failed to reasonably
34 address the driver's violation.

35 6. The local authority may assess a civil penalty of up to

1 five hundred fifty dollars to a transportation network company
2 or a participating driver for a violation of this section.

3 Sec. 9. Section 321.1, subsection 8, Code 2015, is amended
4 by adding the following new paragraph:

5 NEW PARAGRAPH. *j.* A participating driver, as defined in
6 section 321N.2, is not a chauffeur.

7 Sec. 10. Section 325A.1, subsections 6, 7, and 13, Code
8 2015, are amended to read as follows:

9 6. "*Motor carrier*" means a person defined in subsection 8,
10 9, or 10, but does not include a transportation network company
11 or a participating driver, as defined in section 321N.2.

12 7. "*Motor carrier certificate*" means a certificate issued
13 by the department to any person transporting passengers on any
14 highway of this state for hire, other than a transportation
15 network company or a participating driver, as defined in
16 section 321N.2. This certificate is transferable.

17 13. "*Private carrier*" means a person who provides
18 transportation of property or passengers by motor vehicle,
19 is not a for-hire motor carrier or a transportation network
20 company or a participating driver, as defined in section
21 321N.2, or transports commodities of which the person is
22 the owner, lessee, or bailee and the transportation is a
23 furtherance of the person's primary business or occupation.

24 Sec. 11. Section 325A.11, Code 2015, is amended to read as
25 follows:

26 **325A.11 Passenger transportation.**

27 In addition to the requirements of subchapter 1, motor
28 carriers of passengers and charter carriers shall comply with
29 the requirements of this subchapter. A transportation network
30 company and a participating driver, as defined in section
31 321N.2, need not comply with the requirements of subchapter 1
32 or 2.

33 Sec. 12. Section 325A.12, subsection 3, Code 2015, is
34 amended by adding the following new paragraph:

35 NEW PARAGRAPH. *e.* A transportation network company or a

1 participating driver, as defined in section 321N.2.

2 Sec. 13. Section 327D.1, Code 2015, is amended to read as
3 follows:

4 **327D.1 Applicability of chapter.**

5 This chapter applies to intrastate transportation by
6 for-hire common carriers of persons and property. However,
7 this chapter does not apply to regular route motor carriers
8 of passengers or charter carriers, as defined under section
9 325A.12, or a transportation network company or a participating
10 driver, as defined in section 321N.2.

11 EXPLANATION

12 The inclusion of this explanation does not constitute agreement with
13 the explanation's substance by the members of the general assembly.

14 This bill provides for the regulation of transportation
15 network companies (TNCs).

16 The bill defines a TNC as a person or entity that provides
17 prearranged transportation services for compensation using
18 an online-enabled application or platform to connect riders
19 with drivers. It does not include a motor carrier, a
20 private carrier, a charter carrier, a common carrier, a
21 taxicab service, a transportation service arranged through
22 a transportation broker, a ridesharing arrangement, a
23 transportation service provided over fixed routes at regular
24 intervals, or a political subdivision. A TNC is not required
25 to own, control, operate, or manage a motor vehicle operated
26 by a participating driver. The bill defines "participating
27 driver" as a person who operates a motor vehicle in connection
28 with a TNC's online-enabled application or platform to offer
29 or provide riders with TNC services. A participating driver
30 is not required to be an employee of a TNC. The bill further
31 defines "local authority", "transportation network company
32 insurance", "transportation network company rider", and
33 "transportation network company services".

34 The bill provides local authorities with limited regulatory
35 power over TNCs and drivers. A local authority may enact

1 ordinances consistent with the bill, including but not
2 limited to ordinances related to permits, penalties, safety
3 requirements, and proof of financial liability coverage. The
4 bill permits local authorities to issue a permit to a TNC if
5 the TNC satisfies the requirements of the bill and pays an
6 annual fee.

7 The bill requires TNCs and drivers to carry certain amounts
8 of liability coverage specifically related to providing TNC
9 services. TNCs and drivers must file proof of the required
10 coverage with the applicable local authority. Where the TNC
11 insurance maintained by a driver to satisfy the requirements
12 of the bill lapses, is canceled, or ceases to exist for any
13 reason, the TNC is required to maintain coverage in the amounts
14 required by the bill. The bill provides for various terms,
15 conditions, and duties of the parties relating to TNC insurance
16 coverage. Drivers are required to carry proof of TNC insurance
17 coverage at all times during which the driver is operating
18 a motor vehicle in connection with a TNC's online-enabled
19 application or platform.

20 Before a driver can provide TNC services, the bill requires
21 the driver's vehicle to pass a safety inspection conducted by
22 a certified mechanic. After the initial inspection, annual
23 safety inspections are required. A TNC must retain an accurate
24 safety inspection record for the motor vehicle of a driver for
25 at least 14 months after the safety inspection was conducted.
26 A motor vehicle providing TNC services is required to display
27 an exterior mark designating the vehicle as a vehicle eligible
28 to provide TNC services.

29 To become a driver, the bill requires that a person must
30 be at least 21 years of age, possess a valid Iowa driver's
31 license, possess a valid proof of financial liability coverage
32 card, possess a valid Iowa registration, and, after October 1,
33 2015, possess proof that the person is medically fit to drive.
34 Persons with various moving violations or criminal convictions
35 are excluded from eligibility. A TNC must perform a driving

1 history check every three years, and a criminal background
2 check every five years. A TNC must retain an accurate driving
3 history report for a driver for at least three years after the
4 last time the driver logged on to the TNC's online-enabled
5 application or platform, and an accurate criminal history
6 record for a driver for at least five years after the criminal
7 history background check was performed.

8 The bill prohibits a driver from soliciting or accepting
9 "street hails". A driver is also prohibited from offering
10 services for more than 16 hours, or providing services for more
11 than 12 hours, in any one 24-hour period. The bill requires
12 a TNC to implement a policy prohibiting the use of drugs or
13 alcohol by a driver while the driver is logged on to the TNC's
14 online-enabled application or platform, or while the driver is
15 providing services. The TNC is required to make the policy
16 available on its internet site and online-enabled application
17 or platform.

18 The bill further requires a TNC to disclose certain
19 information to drivers, including the amounts and terms of
20 liability coverage provided by the TNC to the driver while the
21 driver operates a motor vehicle in connection with the TNC's
22 online-enabled application or platform, and the fact that
23 the driver's personal motor vehicle liability policy may not
24 provide coverage when the driver operates a motor vehicle in
25 connection with a TNC's online-enabled application or platform.
26 If a driver's motor vehicle has a lien against it, the driver
27 must notify the lienholder that the driver is operating the
28 vehicle in connection with a TNC's online-enabled application
29 or platform.

30 The bill also requires TNCs to make available the method
31 of calculating fares, and the option to receive an estimated
32 fare. After a ride, a TNC must submit an electronic receipt to
33 the rider. In addition, a TNC must make available to riders
34 a customer support telephone number on its internet site and
35 online-enabled application or platform.

1 The bill provides that TNCs and drivers shall provide
2 services to riders in a nondiscriminatory manner. The bill
3 further provides that a driver may only refuse service to a
4 rider if the rider is acting in an unlawful, disorderly, or
5 dangerous manner, the rider is unable to care for himself or
6 herself and is not in the care of a responsible companion,
7 or the driver has already committed to providing services to
8 another rider. The bill requires a driver to immediately
9 report to the TNC the driver's refusal to provide services to
10 a rider. The bill prohibits a TNC from imposing additional
11 fares, rates, or fees on a rider with a physical or mental
12 disability because of the rider's disability. The bill also
13 requires a driver to permit a service dog or assistive animal
14 to accompany a rider on a prearranged ride. The bill provides
15 that a local authority may assess a civil penalty of up to \$550
16 to a TNC or driver for a violation of these provisions.
17 The bill excludes TNCs and drivers from various definitions
18 and requirements relating to the transportation of passengers
19 for hire that appear elsewhere in the Code.