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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Rules And Regulations Governing the Operations of Charter-Party Carriers of Passengers Pursuant to Chapter 8 Of Division 2 of the Public Utilities Code (Beginning With Section 5351).

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TABLE OF CONTENTS

PART 1--GENERAL PROVISIONS 5
1.01--Short Title 5
1.02--References to Statutes, Rules and Regulations 5
1.03--Construction of Singular and Plural 5
1.04--"Shall" and "May" 5
1.05--Liability Insurance Requirements 5
1.06--Applicability of Vehicle Code 5
1.07--Commission May Order Deviations 5
1.08--Availability of General Order Series 157, Vehicle Code And Title 13 5
PART 2--DEFINITIONS 5
2.01--Commission 5
2.02--Charter-Party Carrier of Passengers, TCP, Carrier 5
2.03--Charter-Party Vehicle, Vehicle 5
2.04--Modified Limousine 5
2.05--Limousine 6

2.06--Driver-Applicant 6
2.07--Electronic Communication 6
2.08--Electronic Documents 6
2.09--Electronic Format 6
2.10--Electronic Means 6
2.11--Electronic Records 6
2.12--Electronic Retention 6
2.13--Transportation Network Company 6
2.14--Personal Vehicle 7
PART 3--GENERAL REQUIREMENTS AND RESTRICTIONS 7
3.01--Prearranged Transportation 7
3.02--Operations At Airports 8
3.03--Taxi Transportation Service Not Authorized 8
3.04--Sub-Carriers 8
3.05--Renewal Of Authority 8
3.06--Fictitious Names 8
3.07--Advertisements Shall Include TCP Number 8
3.08--Alcoholic Beverages and Minors 8
PART 4--VEHICLES 8
4.01--Equipment Statement to be Current 8
4.02--Safety Requirements Before Operation 9
4.03--Name Of Carrier And Vehicle Number To Be Displayed On Vehicle 9
4.04--TCP Number to be Displayed on Vehicle 9
4.05--19-Point Vehicle Inspection 9
4.06--Maintenance Of Vehicle Inspection Records 10
4.07--Damage to Identification Symbols 10
4.08--Illegal Display Of TCP Identification 10
4.09--Unauthorized Use Of Operating Authority 10

4.10--Sale or Transfer Of Vehicle 10
PART 5--DRIVERS 10
5.01--Driver to Be Licensed 10
5.02--Driver Record 10
5.03--Driver Status 10
5.04--Alcoholic Beverages And Drugs: Use By Driver Forbidden. 11
PART 6--RECORDS AND INSPECTIONS 11
6.01--Charter-Party Records 11
6.02--Inspections 11
PART 7--COMPLAINTS 11
7.01--Carrier Required To Answer Complaints 11
PART 8--EXEMPTIONS 11
8.01--By Written Request 11
8.02--Pilot Program 12
PART 9--TRANSPORTATION BY YOUTH CAMPS 12
9.01--Transportation By Nonprofit Youth Camps 12
9.02--Transportation By For-Profit Youth Camps 12
PART 10--CONTROLLED SUBSTANCE AND ALCOHOL TESTING CERTIFICATION PROGRAM 12
10.01--Who Must Comply 12
10.02--Controlled Substance and Alcohol Testing Program 12
10.03--Requirements for Pre-Employment Testing 13
10.04--Testing Costs 13
10.05--Confidentiality of Tests 13
10.06--Driver-Applicant Test Results Reported to the Commission 14
PART 11--TRANSPORTATION NETWORK COMPANIES 14
11.01--Insurance 14
11.02--Proof of Insurance 14
11.03--Criminal Background Checks 14

11.04--Zero Tolerance Policy 15
11.05--Annual Report of Zero Tolerance Violations 16
11.06--Driving Records 16
11.07--Driver Training Program 16
11.08--Driver License 16
11.09--Driver Vehicles 16
11.10--Number of Passengers on Any Given Ride 16
11.11--Application Display 16
11.12--Modified Vehicle Prohibition 16
11.13--Authority to Operate 16
11.14--Application Disclosure 16
11.15--Prearranged Transportation 17
11.16--Proof of Prearranged Ride 17
11.17--Participation In DMV Pull Notice Program 17
11.18--Proof Of Driver's Personal Insurance 17
11.19--Trade Dress 17
11.20--Rating By Drivers and Passengers 17
11.21--Complaints 17
11.22--Disclosing Drivers' Information to The Commission 17
11.23--Operations At Airports 18
11.24--Wheelchair Accessible Vehicles 18
11.25--Annual Reporting Requirements 18
11.26--Verified Reports 18
11.27--Annual Reporting Of Accessible Vehicle Requests 18
11.28--Annual Reporting by Zip Codes 18
11.29--Annual Reporting of Zero Tolerance Complaints 18
11.30--Annual Reporting of Each TNC Driver's Hours and Miles 18
11.31--Fare-Splitting Reports 19

PART 1--GENERAL PROVISIONS

1.01--Short Title. These rules and regulations shall be known as "General Order Series 157."

1.02--References to Statutes, Rules and Regulations. Whenever reference is made to any portion of any law, such reference shall apply to all amendments and additions heretofore or hereafter made; and whenever reference is made to any portion of these rules and regulations, such reference shall apply to all amendments and additions hereafter made.

1.03--Construction of Singular and Plural. The singular number includes the plural, and the plural the singular.

1.04--"Shall" and "May." "Shall" is mandatory and "may" is permissive.

1.05--Liability Insurance Requirements. Every charter-party carrier shall comply with all provisions of General Order Series 115.

1.06--Applicability of Vehicle Code. Every charter-party carrier and its drivers shall comply with the provisions of the California Vehicle Code.

1.07--Commission May Order Deviations. The Commission may authorize deviations from these rules and regulations or prescribe or require the observance of additional or different rules by special order.

1.08--Availability of General Order Series 157, Vehicle Code And Title 13. Every charter-party carrier shall have a current copy of General Order series 157 and a current copy of the California Vehicle Code and the Motor Carrier Safety Sections (Subchapter 4, Article 12 and 14, and Subchapter 6.5, Articles 1, 3, 6, and 8) of Title 13 of the California Code of Regulations in a place available to all drivers.

PART 2--DEFINITIONS

2.01--Commission. "Commission" means the Public Utilities Commission of the State of California.

2.02--Charter-Party Carrier of Passengers, TCP, Carrier. The definition of "charter-party carrier of passengers" shall be that set forth in Sections 5351-5363 of the Public Utilities Code. The initials "TCP" mean "transportation charter-party."

Within this General Order the word "carrier" means charter-party carrier of passengers.

2.03--Charter-Party Vehicle, Vehicle. "Charter-party vehicle" is a motor vehicle used in charter-party service. Within this General Order the word "vehicle" means charter-party vehicle, unless identified as a personal vehicle (Part 2.14.)

2.04--Modified Limousine. A “modified limousine” is any vehicle that has been modified, altered, or extended in a manner that increases the overall wheelbase of the vehicle, exceeding the original equipment manufacturer's published wheelbase dimension for the base model and year of the vehicle, in any amount

sufficient to accommodate additional passengers with a seating capacity of not more than 10 passengers including the driver, and is used in the transportation of passengers for hire. For purposes of this section, "wheelbase" means the longitudinal distance between the vertical centerlines of the front and rear wheels.

2.05--Limousine. A "limousine" includes any sedan or sport utility vehicle, of either standard or extended length, with a seating capacity of not more than 10 passengers including the driver, used in the transportation of passengers for hire on a prearranged basis within this state.

2.06--Driver-Applicant. A driver-applicant is any applicant for charter-party carrier operating authority who will also be a driver of any vehicle authorized to be operated under the authority. This definition does not apply to drivers of personal vehicles operated on a TNC platform.

2.07--Electronic Communication. “Electronic Communication” is the transmission of information, and/or documents or forms required by General Order 157-E, by and/or between a charter-party carrier and the passenger(s), using electronic devices such as computers. A good example of a form of electronic communication is the use of e-mail.

2.08--Electronic Documents. “Electronic Documents” mean electronic versions of any and all documents or forms required by General Order 157-E, whether electronic or paper in origin, stored in an electronic format in lieu of paper documents. Electronic documents include e-mails by and/or between the charter-party carrier and the passenger(s).

2.09--Electronic Format. “Electronic Format” means an electronic method of creating a document, and/or copying a hard copy document, such that the document can be accessed electronically using a personal computer, workstation, local area network, wide area network, intranet, the Internet, or other type of network.

2.10--Electronic Means. “Electronic Means” is the electronic transmission of any and all documents and/or forms required by General Order 157-E, or the transmission of information, by and/or between a charter-party carrier and the passenger(s), through an electronic method such as e-mail.

2.11--Electronic Records. “Electronic Records” mean electronic copies of any and all documents and/or forms required by General Order 157-E, whether electronic or paper in origin, and electronic copies of e-mails, stored by the charter-party carrier in an electronic format.

2.12--Electronic Retention. “Electronic Retention” means an electronic storage method used by a charter-party carrier to retain electronic copies of any and all documents and forms required by General Order 157-E, whether electronic or paper in origin, and to retain electronic copies of e-mails by and/or between a charter- party carrier and the passengers.

2.13--Transportation Network Company. A “Transportation Network Company” is a charter-party carrier, including, but not limited to, a corporation, limited liability company, partnership, sole proprietor, or any other entity, operating in California

that provides prearranged transportation services for compensation using an online-enabled application or platform to connect passengers with drivers using a personal vehicle. TNCs are prohibited from accepting street hails from potential passengers. The primary distinction between a TNC and a TCP is that the TNC connects riders to drivers who drive their personal vehicle, not a vehicle such as a limousine purchased primarily for commercial purpose. To that end, a TNC is not permitted to itself own vehicles used in its operations or own fleets of vehicles.

2.14--Personal Vehicle. A "personal vehicle" means a vehicle that is used by a participating TNC driver to provide prearranged transportation services for compensation that meets all the following requirements:

1. Has a passenger capacity of eight persons or less, including the driver.
2. Is owned, leased or rented for a term that does not exceed 30 days, or otherwise authorized for use by the participating driver.
3. Meets all inspection and other safety requirements imposed by the Commission.
4. Is not a taxicab or limousine.

PART 3--GENERAL REQUIREMENTS AND RESTRICTIONS

3.01--Prearranged Transportation. Class A and Class B charter-party carriers, as defined in Public Utilities Code Section 5383, and carriers holding permits under Public Utilities Code Section 5384(b) shall provide transportation only on a prearranged basis. The driver shall possess a waybill which includes the following:

1. Name of carrier and TCP number.
2. Vehicle license plate number.
3. Driver's name.
4. Name and address of person requesting or arranging the charter.
5. Time and date when charter was arranged.
6. Whether the transportation was arranged by telephone, written contract or electronic communication.
7. Number of persons in the charter group.
8. Name of at least one passenger in the traveling party, or identifying information of the traveling party's affiliation.
9. Points of origination and destination.

A charter-party carrier may use, retain, and produce any waybill, and/or any and all other documents or forms required by General Order 157-E, in electronic or hardcopy format. Upon request, the driver shall show the waybill to any Commission or airport enforcement officer, or to any official of a city, county, or city and county authorized to inspect waybills pursuant to Public Utilities Code Section 5371.4(h) in either electronic or hardcopy format. A charter-party carrier shall produce in its office a hard copy of any waybill and any and all other

documents or forms required by General Order 157-E when requested by the Commission or one of its authorized representatives pursuant to Section 5389 of the Public Utilities Code.

3.02--Operations At Airports. No carrier shall conduct any operations on the property of or into any airport unless such operations are authorized by both this Commission and the airport authority involved. Consistent failure to comply with safety or traffic rules and regulations of an airport authority may result in suspension or revocation of Commission operating authority.

3.03--Taxi Transportation Service Not Authorized. A carrier is not authorized to engage in taxicab transportation service licensed and regulated by a city or county. Carriers are prohibited from using vehicles which have top lights and/or taxi meters.

3.04--Sub-Carriers. A carrier shall not use the services of another carrier (sub-carrier) that provides the vehicle and the driver, unless the second carrier holds Commission authority as a charter-party carrier. The agreement for the utilization of the second carrier's vehicle(s) and driver(s) by the operating carrier shall be evidenced by a written document, and shall contain the carriers' names, TCP numbers, and the services to be provided.

3.05--Renewal Of Authority. Each carrier shall be responsible for filing renewal applications at least three months prior to the expiration date of the certificate or permit.

3.06--Fictitious Names. A carrier shall not use any trade, business, or fictitious names which are not on file with the Commission.

3.07--Advertisements Shall Include TCP Number. Carriers shall state the number of their certificate or permit in every written or oral advertisement, broadcast, or other holding out to the public for services. The certificate or permit number shall include the prefix "TCP", and the suffix "A", "B", "C", "S", "P", and/or "Z" (Class "A" certificate, Class "B" certificate, Class "C" certificate, round-trip sightseeing permit, charter-party permit, and specialized carrier permit, respectively) which identify the authority or authorities under which transportation service will be provided.

3.08--Alcoholic Beverages and Minors. If alcoholic beverages will be consumed or transported and a member of the party is under 21 years of age, the carrier shall comply with the provisions set forth in Public Utilities Code Section 5384.1 through 5384.5.

PART 4--VEHICLES

4.01--Equipment Statement to be Current. Every charter-party carrier, excluding TNCs**,** shall maintain, on file with the Commission, an equipment list of all vehicles (owned or leased) in use under each certificate and permit. The information for each vehicle shall include the manufacturer, model year, vehicle identification number (VIN), seating capacity (including driver), description of body type or model designation, whether the vehicle is leased or owned,

handicap accessible status, and its license plate number, its gross vehicle weight rating (GVWR) or gross vehicle weight (GVW), and whether the vehicle is a modified limousine, and the vehicle's terminal address.

Additions and deletions to the equipment list shall be filed within ten days of the date the vehicle is put into or pulled out of service.

4.02--Safety Requirements Before Operation. All vehicles operated under each certificate or permit, except personal vehicles operated on a TNC platform, shall comply with the requirements of the California Highway Patrol and the Motor Carrier Safety Sections of Title 13 of the California Code of Regulations. Every carrier must inspect all vehicles and maintain proper documentation of such inspections.

4.03--Name Of Carrier And Vehicle Number To Be Displayed On Vehicle. A vehicle shall not be operated in service unless there is painted or displayed, on each side of the vehicle, the name or trade name of the carrier. Every carrier shall assign an identifying number to each vehicle. Such number shall be painted on or otherwise permanently attached to the rear and each side of the exterior of each vehicle. The carrier's name and vehicle numbers shall be sufficiently large and color contrasted as to be readable, during daylight hours, at a distance of 50 feet. However, the provisions of this section shall not apply to vehicles temporarily leased by carriers for a period of less than 30 days or to vehicles designed to carry not more than 15 persons, including the driver. This requirement does not apply to TNCs.

4.04--TCP Number to be Displayed on Vehicle, Except TNCs. The number assigned by the Commission to the carrier's authority shall be shown in full on all charter party vehicles, including the prefix "TCP", the authority number and the authority suffix "A", "B", "C", "S", "P" and/or "Z" (which designate Class "A" certificate, Class "B" certificate, Class "C" certificate, round-trip sightseeing permit, charter-party permit, and specialized carrier permit, respectively). The letter and numeral symbol size and placement shall be as follows:

The identification symbol shall be in sharp color contrast to the background and such size and shape and so located as to be readily legible during daylight hours at a distance of 50 feet. The symbols shall be displayed on each side of the vehicle, EXCEPT vehicles designed to carry not more than 15 persons, including the driver, which shall display the identification symbol on the front and rear bumpers.

This requirement does not apply to personal vehicles operated on TNCs platforms.

4.05--19-Point Vehicle Inspection. All charter-party carriers, including TNCs, shall ensure that every vehicle, except vehicles defined as a bus pursuant to California Vehicle Code § 233, and modified limousines as defined in Pub. Util. Code § 5361, utilized in its operations undergoes a 19-point vehicle inspection at a facility licensed by the California Bureau of Automotive Repair prior to initial

operation and every 12 months or 50,000 miles thereafter. The 19-point inspection shall include the items on the following checklist:

1. Foot brakes
2. Emergency brakes
3. Steering mechanism
4. Windshield
5. Rear window and other glass
6. Windshield wipers
7. Headlights
8. Tail lights
9. Turn indicator lights
10. Stop lights
11. Front seat adjustment mechanism
12. Doors (open, close, lock)
13. Horn
14. Speedometer
15. Bumpers
16. Muffler and exhaust system
17. Condition of tires, including tread depth
18. Interior and exterior rear view mirrors
19. Safety belts for driver and passenger(s)

4.06--Maintenance of Vehicle Inspection Records. All charter-party carriers, including TNCs, shall maintain records demonstrating that every vehicle, except vehicles defined as a bus pursuant to California Vehicle Code § 233, and modified limousines as defined in Pub. Util. Code § 5361, used in its operations comply with the 19-point vehicle inspection requirement. These records shall be retained for a period of three years and shall be made available for inspection by or production to the Commission.

4.07--Damage to Identification Symbols. It shall be the carrier's responsibility to make immediate restoration or replacement of any damage caused to the identification names and numbers on vehicles.

4.08--Illegal Display Of TCP Identification. Immediately upon revocation or termination of any permit or certificate the TCP number for the permit or certificate shall be removed from all vehicles. If new operating authority is later granted, it shall be the responsibility of the carrier to make the appropriate identification.

4.09--Unauthorized Use Of Operating Authority. A carrier shall not knowingly permit its operating authority or TCP number(s) to be used by others.

4.10--Sale or Transfer Of Vehicle. It shall be the carrier's responsibility to remove all certificate or permit numbers and identification symbols when a vehicle is sold or transferred.

PART 5—DRIVERS, EXCLUDING TNC DRIVERS

5.01--Driver to Be Licensed. Every driver of a charter-party vehicle shall be licensed as required under the California Vehicle Code and shall comply with the driver provisions of the Motor Carrier Safety Sections of Title 13 of the California Code of Regulations.

5.02--Driver Record. Every carrier shall enroll in the "Pull Notice Program" of the Department of Motor Vehicles as defined in Vehicle Code Section 1808.1. A charter- party vehicle shall not be operated by any driver who is presumed to be a negligent operator under Vehicle Code Section 12810.5.

5.03--Driver Status. Every driver of a vehicle shall be the permit/certificate holder or under the complete supervision, direction and control of the operating carrier and shall be:

1. An employee of the permit/certificate holder; or,
2. An employee of a sub-carrier; or,
3. An independent owner-driver who holds charter-party carrier authority and is operating as a sub-carrier.

5.04--Alcoholic Beverages And Drugs: Use By Driver Forbidden. All drivers shall comply with the rules in the Code of Federal Regulations Title 49, Parts 392.4 and 392.5. This rule, in part, prohibits drivers from consuming or being under the influence of a drug or alcoholic beverage while on duty, and prohibits carriers from allowing drivers to consume or be under the influence of a drug or alcoholic beverage while on duty.

PART 6--RECORDS AND INSPECTIONS

6.01--Charter-Party Records. Every carrier shall institute and maintain in its offices, a set of records which reflect information as to the services performed, including waybills, as described in Section 3.01. Every carrier shall also maintain copies of all lease and sub-carrier agreements, and shall maintain maintenance and safety records (including, but not limited to, the records required in Paragraphs 4.01 and 4.02), driver records (including, but not limited to, the records required in Paragraph 5.02), and consumer complaint records (including, but not limited to, the records required in Paragraph 7.01). Such records shall be maintained for a minimum period of three years. Charter-party carriers may use electronic retention, as defined in 2.12 above, to store such documents.

6.02--Inspections. The duly authorized representatives of this Commission shall have the right at all times and shall be allowed to enter into any vehicle or facility or to have access to and to inspect any computer or electronic device used by any charter-party carrier for retention and production of any waybills and/or other documents or forms required by General Order 157-E for the purpose of inspecting the accounts, books, papers, and documents and for ascertaining whether or not these rules are being complied with and observed.

Every owner, operator, or driver of any vehicle shall afford the duly authorized representatives of this Commission all reasonable opportunity and facilities to make such an inspection.

PART 7--COMPLAINTS

7.01--Carrier Required To Answer Complaints. Every carrier shall respond within 15 days to any written complaint concerning transportation service provided or arranged by the carrier. A carrier shall, within 15 days, respond to Commission staff inquiries regarding complaints and provide copies of any requested correspondence and records.

PART 8--EXEMPTIONS

8.01--By Written Request. If, in a particular case, exemption from any of these rules and regulations is desired, a written request may be made to the Commission for such exemption. Such a request shall be accompanied by a full statement of the conditions existing and the reasons relied on to justify the exemption. It is to be understood that any exemption so granted shall be limited to the particular case covered by the request.

8.02--Pilot Programs. For any pilot program established by the Commission, Commission staff processing a license application may grant the requested exemption where the carrier, in its permit application pursuant to this General Order, presents a justification in writing that clearly and specifically shows consistency between the exemption request and the Commission's purpose for the pilot program and demonstrates that, if the exemption is granted, the carrier's operations will be functionally equivalent to the operations otherwise required by this General Order. Any exemption granted under this part shall be in effect for 12 months or for the duration of the pilot program, whichever is shorter. Renewal of the exemption may be granted by Commission staff for only one additional period of time not to exceed 12 months, where the carrier presents an updated justification for the request consistent with this section. The justification presented by any carrier under this part shall be posted by Commission staff on the website.

PART 9--TRANSPORTATION BY YOUTH CAMPS

9.01--Transportation By Nonprofit Youth Camps. Transportation performed by nonprofit organizations which is incidental to the operation of youth camps is not subject to the Passenger Charter-Party Carriers' Act, Public Utilities (PU) Code Section 5351, et seq., under the exclusion set forth in Pub. Util. Code Section 5353(f).

9.02--Transportation By For-Profit Youth Camps. Transportation performed by for-profit organizations which is incidental to the operation of youth camps is subject to the Passenger Charter-Party Carriers' Act, Public Utilities Code Section 5351, et. seq.

PART 10--CONTROLLED SUBSTANCE AND ALCOHOL TESTING CERTIFICATION PROGRAM

10.01--Who Must Comply. All charter-party carrier applicants (new and renewal), excluding TNCs, who propose to employ any driver who will operate a vehicle having a seating capacity of 15 persons or less, including the driver, must provide for a mandatory controlled substance and alcohol testing certification program for those drivers as required by this General Order unless all such drivers are already covered by federal testing regulations. Charter-party carriers who employ any driver who operates a vehicle with a seating capacity of 16 persons or more, including the driver, must comply with the federal regulations concerning controlled substance and alcohol testing for those drivers.

10.02--Controlled Substance and Alcohol Testing Program. Every applicant who must comply with this General Order shall provide for a testing program as required in Parts 40 and 382 of Title 49 of the Code of Federal Regulations (CFR), except as modified herein.

For the purposes of this Commission's program vehicles with a seating capacity of 15 persons or less, including the driver, shall be considered commercial vehicles. This affects, for example, the determination of what are "safety sensitive functions" for purposes of this Commission's program.

A negative test for alcohol shall show a breath alcohol concentration of less than 0.02 percent and drivers must show a valid California driver's license at the time and place of testing.

Every such applicant must conduct pre-employment testing (Part 382.301), post- accident testing (Part 382.303), random testing (Part 382.305), testing due to reasonable suspicion (Part 382.307), follow-up testing (Part 382.311), and return-to- duty testing (Part 382.309), except that pre-employment testing for alcohol is not required.

Each such applicant must provide educational materials (Part 382.601) that explain the requirements of Part 382 of Title 49 of the CFR and this General Order as well as the employer's policies and procedures with respect to meeting the testing requirements.

Such applicants must advise employees (Part 382.605) of the resources available to them to resolve problems associated with the misuse of alcohol and use of controlled substances.

Such applicants must ensure that supervisors undergo the appropriate training to determine whether reasonable suspicion exists to require a driver to undergo testing (Part 382.603).

Such applicants must use a custody and control form that is substantially similar to, but distinct from, the "Federal Drug Testing Custody and Control Form" and

the "DOT Breath Alcohol Testing Form" to identify employees who are being tested and to request specific kinds of tests (49 CFR Parts 40.23 and 40.59).

10.03--Requirements for Pre-Employment Testing. An earlier negative result for a driver shall not be accepted as meeting the pre-employment testing requirement for any subsequent employment, or any testing requirements under the program other than periodic testing. (Any negative test result shall be accepted for one year as meeting any requirement for periodic testing if the driver has not tested positive subsequent to a negative result.)

10.04--Testing Costs. Applicants shall be responsible for being in compliance with the testing program and shall pay all costs of the testing program, except that an employer may require employees who test positive to pay the costs of rehabilitation and return-to- duty and follow up testing.

10.05--Confidentiality of Tests. All test results are confidential and may not be released without the consent of the driver, except as authorized or required by law. 49 CFR Parts 40.35, 40.81, 382.405 and 382.413 detail rules concerning disclosure and confidentiality of employee test records. The results of tests required under the Commission's testing program may be released under the same circumstances as those detailed in 49 CFR Parts 40 and 382. The Commission may require laboratories to make copies of test results available to it on request. No evidence from a positive test shall be admissible in a criminal prosecution concerning unlawful possession, sale or distribution of controlled substances.

10.06--Driver-Applicant Test Results Reported to the Commission. Test results for applicants who are also drivers must be reported directly to the Commission consistent with the requirements of 49 CFR Part 382.407. Therefore, a driver-applicant applying for new operating authority must cause a copy of its pre-employment controlled substance test results to be sent directly to the Commission by the attending medical review officer or by the administrator of the consortium in which the driver-applicant is enrolled. A driver-applicant applying for renewal of operating authority must cause a copy of its most recent controlled substance and alcohol test results to be sent directly to the Commission by the attending medical review officer or by the administrator of the consortium in which the driver-applicant is enrolled.

PART 11--TRANSPORTATION NETWORK COMPANIES

11.01--Insurance. TNC insurance requirements are set forth in Pub. Util. Code §5433 and General Order 115-G.

11.02--Proof of Insurance. TNCs shall obtain proof of insurance from each TNC driver before the driver begins providing service and for as long as the driver remains available to provide service. TNC drivers shall be required to provide proof of their personal insurance coverage. TNC drivers shall carry proof of TNC insurance coverage at all times during use of a vehicle in connection with a transportation network company’s online-enabled application or platform.

11.03--Criminal Background Checks. TNCs must meet the requirements of Pub. Util. Code § 5445.2, as follows:

1. A TNC or a third party working on the TNC's behalf must perform a search of a multistate and multi-jurisdiction criminal records locator or other similar commercial nationwide database with validation; and conduct a search of the United States Department of Justice National Sex Offender Public Web site.
2. A TNC may not contract with, employ, or retain drivers currently registered on the Department of Justice National Sex Offender Public Web site; or convicted of either a violent felony, as defined by §667.5 of the Penal Code or a violation of Penal Code §§ 11413 (engages in terrorism), 11418 (uses weapons of mass destruction), 11418.5 (threatens to use weapons of mass destruction) or 11419 (possesses restricted biological agents).
3. A TNC may not contract with, employ, or retain persons convicted of any of the following offenses within the previous seven years: misdemeanor assault or battery; domestic violence offense; driving under the influence of alcohol or drugs; a felony violation of Elections Code § 18540 (threatening or intimidating a voter) , or Penal Code §§ 67 (offering a bribe), 68 (receiving a bribe), §85 (bribing a Legislator), 86 (legislator accepting a bribe), 92 (bribing a judge), 93 (judge accepting a bribe), 137 (bribing a witness), 138 (witness accepting a bribe), 165 (bribing a local official), 518 (extortion), 530 (false Impersonation), 484(a) (fraud), and §487(a) (grand Theft). Excludes Penal Code §§ 18500 (law enforcement acting in good faith) and 25540(b) (transporting firearms to and from a target range).

Every licensed TNC shall also comply with the following requirements:

4. A criminal background check company retained by a TNC must comply with the audit and accreditation standards that the National Association of Professional Background Screeners adopted in the following fields: data information and security; legal and compliance; client education; research and data standards; verification and service standards; and miscellaneous business practices. If a TNC conducts background checks in-house, the TNC must itself be accredited by the same entity.
5. A TNC must receive proof of accreditation of the background check company and provide proof of accreditation to the Commission.
6. The background screening for each TNC driver must be conducted prior to allowing the driver to operate on the TNC's platform and repeated at least once per year thereafter, for as long as the TNC driver is authorized to operate on the TNC's platform. The TNC

must provide proof of annual screening of its drivers to the Commission,

7. The information a TNC can require from a criminal background check going past seven years is at a minimum for those disqualifying categories of offenses and convictions set forth in Pub. Util. Code § 5445.2 and GO 157-E, Part 11.03.2.

11.04--Zero Tolerance Policy. TNCs shall institute a zero tolerance intoxicating substance policy with respect to drivers as follows:

1. The TNC shall include on its website, mobile application and riders' receipts, notice/information on the TNC's zero-tolerance policy and the methods to report a driver whom the rider reasonably suspects was under the influence of drugs or alcohol during the course of the ride.
2. The website and mobile application must include a phone number or in-app call function and email address to contact to report the zero-tolerance complaint.
3. Promptly after a zero-tolerance complaint is filed, the TNC shall suspend the driver for further investigation.
4. The website and mobile application must also include the phone number and email address of the Commission's Passenger Section: 1-800-894-9444 and CIU_intake@cpuc.ca.gov.

11.05--Annual Report of Zero Tolerance Violations. Each TNC shall annually submit to the Commission a verified report detailing zero tolerance complaints against drivers as required by D.13-09-045.

11.06--Driving Records. TNCs shall obtain each TNC driver's driving record before the driver begins providing service and quarterly thereafter. Drivers with convictions for reckless driving, driving under the influence, hit and run, or driving with a suspended or revoked license shall not be permitted to be a TNC driver. Drivers may have a maximum of three points on their driving records for lesser offenses, e.g., equipment problems, speeding, or child safety seat violations.

11.07--Driver Training Program. TNCs shall establish a driver training program to ensure that all drivers are safely operating the vehicle prior to the driver being able to offer service. This program must be filed with the TNC's permit application. TNCs must report to the Commission on an annual basis the number of drivers that became eligible and completed the course.

11.08--Driver License. TNC drivers must possess either: (a) a valid California driver license, or (b) in the case of a nonresident active military member or a nonresident dependent of an active military member, a valid driver license issued by the other state or territory of the United States in which the member or dependent is a resident, be at least 21 years of age, and must provide at least one year of driving history before providing TNC services.

11.09--Driver Vehicles. TNCs may only utilize street-legal coupes, sedans, or light-duty personal vehicles including vans, minivans, sport utility vehicles (SUVs) and pickup trucks. Hatchbacks and convertibles are acceptable.

Regardless of whether a TNC driver chooses to rent, lease or own a personal vehicle, the Commission's existing regulations will apply if the TNC driver wishes to provide transportation services in California.

Each TNC must ensure that each personal vehicle used by their TNC drivers complies with all applicable regulations, including but not limited to the insurance requirements, a 19-point vehicle inspection performed at a California Bureau of Automotive Repair- licensed facility, and trade dress rules.

11.10--Number of Passengers on Any Given Ride. TNC drivers are prohibited from transporting more than 7 passengers on any given ride.

11.11--Application Display. An application (app) used by a TNC to connect drivers and passengers must display for the passenger: 1) a picture of the driver, and 2) a picture of the vehicle the driver is approved to use, including the license plate number to identify the vehicle.

11.12--Modified Vehicle Prohibition. TNC vehicles cannot be modified from factory specifications, (e.g. no "stretch" vehicles).

11.13--Authority to Operate. TNCs (not the drivers) must be permitted by this Commission before operating as a TNC.

11.14--Application Disclosure. TNCs shall clearly disclose on their app and website and make accessible to drivers that:

1. TNCs facilitate rides between passengers and private drivers using a personal vehicle.
2. Each TNC, which shall be the primary, or its driver, or a combination thereof is required to maintain insurance policies as required by General Order 115-G and Public Utilities Code §5433 et seq.

11.15--Prearranged Transportation. TNC drivers may only transport passengers on a prearranged basis. For the purpose of TNC services, a ride is considered prearranged if the ride is solicited and accepted via a TNC digital platform before the ride commences.

TNC drivers are strictly prohibited from accepting street hails.

11.16--Proof of Prearranged Ride. Upon request, drivers shall display to Commission or airport enforcement officers, law enforcement, or city or county officials a physical or electronic record of a ride in progress sufficient to establish that it was prearranged. To the extent that trip records are contained on electronic devices, TNC drivers are not required to relinquish custody of the devices in order to make the required display.

11.17--Participation In DMV Pull Notice Program. Every TNC shall enroll in the California Department of Motor Vehicle's Employer Pull Notice Program to obtain timely notice when any of the following are added to a TNC driver's driving record:

1. Convictions

2. Accidents
3. Failures to appear
4. Driver's license suspension or revocation
5. Any other action taken against the driving privilege

11.18--Proof Of Driver's Personal Insurance. TNCs shall obtain proof of insurance from each TNC driver before the driver begins providing service and for as long as the driver remains available to provide service.

11.19--Trade Dress. TNC vehicles shall display consistent trade dress in the front and rear of the vehicle (i.e., distinctive signage or display on the vehicle) when providing TNC services that is sufficiently large and color contrasted as to be readable during daylight hours at a distance of at least 50 feet. The trade dress shall be sufficient to allow a passenger, government official, or member of the public to associate a vehicle with a particular TNC (or licensed transportation provider). Acceptable forms of trade dress include, but are not limited to, symbols or signs on vehicle doors, roofs, or grills or placed in the front and rear windshields. Magnetic or removable trade dress is acceptable. TNCs shall file a photograph of their trade dress with the Commission.

11.20--Rating By Drivers and Passengers. Although TNCs may provide platforms allowing drivers and passengers to "rate" each other, TNCs shall ensure that such ratings are not based on unlawful discrimination, and that drivers do not discriminate against passengers or potential passengers on the basis of geographic endpoints of the ride, race, color, national origin, religion, sex, disability, age, or sexual orientation/identity.

11.21--Complaints. If a passenger files a complaint against a TNC or its driver, CPUC staff shall have the right to inspect TNC records and vehicles as necessary to investigate and resolve the complaint to the same extent the Commission and Commission staff is permitted to inspect all other charter-party carriers.

11.22--Disclosing Drivers' Information to The Commission. TNCs shall provide notice to their drivers that the driver's consent is not needed for the disclosure of their information to the Commission.

11.23--Operations At Airports. TNCs shall not conduct any operations on the property of or into any airport unless such operations are authorized by the airport authority involved.

11.24--Wheelchair Accessible Vehicles. TNCs shall allow passengers to indicate whether they require a wheelchair-accessible vehicle or a vehicle otherwise accessible to individuals with disabilities.

11.25--Annual Reporting Requirements. Each TNC shall annually submit to the Consumer Protection and Enforcement Division (CPED) the verified reports required by D.13-09-045 by September 19. The reports shall include data for the 12-month period beginning August 1 and ending July 31 of the following year. If a subsequent Commission decision, order, rule or regulation adds additional annual reporting requirements, each TNC shall submit those reports by September 19 of each year, unless the Commission states otherwise.

11.26--Verified Reports. Each TNC must verify all required annual reports. A verified report provides a signature of a corporate officer of the TNC, who verifies under penalty of perjury under the laws of the State of California that the report is accurate and contains no material omissions.

11.27--Annual Reporting Of Accessible Vehicle Requests. Annually, each TNC shall submit to CPED a verified report detailing the number and percentage of their customers who requested accessible vehicles, and how often the TNC was able to comply with requests for accessible vehicles.

11.28--Annual Reporting by Zip Codes. Annually, each TNC shall submit to CPED a verified report detailing the number of rides requested and accepted by TNC drivers within each zip code where the TNC operates; and the number of rides that were requested but not accepted by TNC drivers within each zip code where the TNC operates. The verified report provided by TNCs must contain the ride information in electronic Excel or other spreadsheet format with information, separated by columns, of the date, time, and zip code of each request and the concomitant date, time, and zip code of each ride that was subsequently accepted or not accepted. In addition, for each ride that was requested and accepted, the information must also contain a column that displays the zip code of where the ride began, a column where the ride ended, the miles travelled, and the amount paid. And finally, each report must contain information aggregated by zip code and by total California of the number of rides requested and accepted by TNC drivers within each zip code where the TNC operates and the number of rides that were requested but not accepted by TNC drivers.

11.29--Annual Reporting of Zero Tolerance Complaints. Annually, each TNC shall submit to CPED a verified report in electronic Excel or other spreadsheet format detailing the number of drivers that were found to have committed a violation and/or suspended, including a list of zero tolerance complaints and the outcome of the investigation into those complaints. Each TNC shall also provide a verified report, in electronic Excel or other spreadsheet format, of each accident or other incident that involved a TNC driver and was reported to the TNC, the cause of the incident, and the amount paid, if any, for compensation to any party in each incident. The verified report will contain information of the date of the incident, the time of the incident, and the amount that was paid by the driver's insurance, the TNC's insurance, or any other source. Also, the report will provide the total number of incidents during the year.

11.30--Annual Reporting of Each TNC Driver's Hours and Miles. One year from the effective date of these rules, and annually thereafter, each TNC shall submit to CPED a verified report detailing the average and mean number of hours and miles each TNC driver spent driving for the TNC.

11.31--Fare-Splitting Reports. As part of its annual report to CPED, each TNC that has a fare-splitting operation must provide evidence of the impact that their fare-splitting operations have had on reducing traffic-related injuries and evidence of the environmental impact that their fare-splitting operations have

had. Further, each TNC that offers fare-splitting services must regularly report to CPED on the structure of the fares charged for each split-fare ride.