

Effective 5/12/2015

13-51-105 Operating requirements.

- (1) A transportation network company shall maintain an agent for service of process in the state and shall notify the division of the name and address of the agent.
- (2) A transportation network company may collect, on behalf of a transportation network driver, a fare for a prearranged ride if the transportation network company:
 - (a) posts the method for calculating the fare on the transportation network company's software application;
 - (b) provides a passenger the rate used to calculate the fare for a prearranged ride; and
 - (c) allows a passenger the option to obtain an estimated fare for a prearranged ride before the passenger enters a transportation network driver's vehicle.
- (3) For each prearranged ride, a transportation network company shall:
 - (a) before a passenger enters a transportation network driver's vehicle, display on the transportation network company's software application a picture of the transportation network driver; and
 - (b) shortly after the prearranged ride is complete, transmit an electronic receipt to the passenger that lists:
 - (i) the prearranged ride's origin and destination;
 - (ii) the prearranged ride's total time and distance; and
 - (iii) an itemization of the total fare the passenger paid, if any.
- (4) A transportation network driver may not, while providing transportation network services:
 - (a) provide a ride to an individual who requests the ride by a means other than a transportation network company's software application;
 - (b) solicit or accept cash payments from a passenger; or
 - (c) accept any means of payment other than payment through a transportation network company's software application.
- (5) A transportation network company shall maintain a record of:
 - (a) all trips, for a minimum of five years after the day on which the trip occurred; and
 - (b) all information in a transportation network company's possession regarding a transportation network driver, for a minimum of five years after the day on which the transportation network driver last provided transportation network services using the transportation network company's software application.
- (6) A transportation network company shall adopt a policy that prohibits unlawful discrimination with respect to a passenger and shall:
 - (a) provide a copy of the policy to each transportation network driver; or
 - (b) post the policy on the transportation network company's website.
- (7)
 - (a) A transportation network driver shall accommodate:
 - (i) a service animal; or
 - (ii) an individual with a physical disability.
 - (b) A transportation network driver or transportation network company may not impose an additional charge to provide the accommodations described in Subsections (7)(a) and (8).
- (8) A transportation network company shall:
 - (a) allow a passenger to request a prearranged ride in a wheelchair-accessible vehicle; and
 - (b) if a wheelchair-accessible vehicle is not available to a passenger who requests a wheelchair-accessible vehicle under Subsection (8)(a), direct the passenger to a transportation service that provides wheelchair-accessible service, if available.
- (9) A transportation network company shall disclose to a transportation network driver:

- (a) a description of the insurance coverage the transportation network company provides the transportation network driver while the transportation network driver is providing transportation network services, including the insurance coverage's liability limit;
 - (b) that the transportation network company's personal automobile insurance policy may not provide coverage to the transportation network driver during a waiting period or a prearranged ride;
 - (c) that if the vehicle the transportation network driver uses to provide transportation network services has a lien against the vehicle, the transportation network driver is required to notify the lienholder that the transportation network driver is using the vehicle to provide transportation network services; and
 - (d) that using a vehicle with a lien against the vehicle to provide transportation network services may violate the transportation network driver's contract with the lienholder.
- (10) A transportation network company and the transportation network company's insurer shall, for an incident that occurs while a transportation network driver is providing transportation network services:
- (a) cooperate with a liability insurer that insures the vehicle the transportation network driver uses to provide the transportation network services;
 - (b) provide, to the liability insurer, the precise date and time that an incident occurred, including the precise time when a driver logged in or out of the transportation network company's software application; and
 - (c) provide the information described in Subsection (10)(b) to a liability insurer no later than 10 business days after the day on which the liability insurer requests the information from the transportation network company.
- (11) If a transportation network company's insurer insures a vehicle with a lien against the vehicle, and the transportation network company's insurer covers a claim regarding the vehicle under comprehensive or collision coverage, the transportation network company shall direct the transportation network company's insurer to issue the payment for the claim:
- (a) directly to the person that is repairing the vehicle; or
 - (b) jointly to the owner of the vehicle and the primary lienholder.

Enacted by Chapter 461, 2015 General Session