Rasier-CA, LLC: Workshop Statement

Rasier-CA's Approach to Safety

Rasier-CA is proud that we are to be able to provide a fair chance for anyone to earn money as a TNC driver while ensuring public safety. This is a fact that the Maryland Public Service Commission recently affirmed after doing a thorough examination of our background check process. And more importantly, the Maryland PSC concluded that adding a fingerprint check was unnecessary for public safety, because our processes already include extensive efforts to identify criminal history, and ongoing safety precautions facilitated through technology.

Our app uses technology to ensure safety for riders and drivers in new and innovative ways. In addition, our screening process for drivers, which is strict and fair, ensures that no one is wrongly denied an opportunity to earn through our app.

First - safety is built directly into the app. Riders don't have to wait outside to hail a cab. Instead, they can push a button anytime, anywhere and wait safety indoors until the car arrives—typically, within minutes.

Second - there's no anonymity with the app: riders see their driver's name, photo, car make and model, license plate number, and rating -- they know they're getting into the right car with the right driver.

Third - all rides on the app are GPS-tracked from start to finish. This allows passengers to see the location of the car and their route live on a map, and this information can even be shared in real time with friends and family.

Fourth - Using ratings and feedback after the trip we can take action at-speed. If we're notified of dangerous or inappropriate behavior, we can suspend the driver or rider accounts in question quickly. And we find that someone has violated our Community Guidelines, they will lose access to their Uber accounts. Should an investigation involve law enforcement, we can share all of the information we have—including identifying information—with them.

Finally - We're constantly building forward-looking tools like our real-time ID check feature. It prompts drivers periodically to take a selfie in their app before they log in to drive, and if the photo doesn't match the one on file, they won't be able to log in or provide rides.

Features like these mean that safety does not begin and end with a background check. By tracking each ride and having a ratings/feedback system in place, our technology holds people accountable for their behaviors in ways that didn't exist in transportation before.

Of course, drivers also have to go through a rigorous screening process that ensures public safety without disadvantaging innocent Californians in need of additional income. This screening is performed by Checkr, a third-party background check provider that is sanctioned and approved by the National Association of Professional Background Screeners.

Partner Screening Process

The screening process starts with the collection of identifying information from a driver, such as his or her full name, date of birth, address, driver's license, social security number, and bank account details.   Each of these pieces of information are cross-checked against each other to ensure accuracy. We also compare them against a social security trace and MVR check. Any inconsistencies, at any point, will immediately suspend the screening process, and additional identity confirmation steps will be taken to resolve inconsistencies if possible.

We see identity verification as an ongoing safety precaution. That's why, as discussed earlier, our real-time ID check ensures that the right person is logging in to drive on an ongoing basis.

Partner Screening Process: Driving History

After that, we conduct the most important part of our screening process: the Driving History Check. Many of the violations on a motor vehicle record are not found in a criminal check -- fingerprint or otherwise -- because you're not always arrested for a driving offense such as speeding or traffic light violation. But we perform this check because we know this information is critical to prevent risks.

In fact, this is the stage where the vast majority of screening failures occur. In both LA and San Francisco, over 96% of people who are disqualified from driving for the Uber app fail this check.

The DMV Pull Notice program, which we are enrolled in, ensures that our information is always up-to-date. When the DMV finds out about an incident, so do we.

Those who pass the MVR will then go through a comprehensive criminal background check.

Partner Screening Process: Criminal Background Check

Our criminal background check starts with an extensive discovery stage where Checkr compiles a list of locations where the individual has lived, worked or may have committed a crime through three extensive database searches:

- First, Checkr goes through **national commercial databases**, which includes information from credit bureaus, subscription lists, utility records, banking records, private employment information, and more.
- Then they also search over **1,500 official databases** for criminal convictions, arrests, charges, and warrants.
- The **DOJ National Sex Offender Public Website**.

For each location affiliated with the applicant, we then identify the associated courthouses. A researcher then looks for any and all convictions in each one of these local courthouses. This is critically important -- unlike the FBI fingerprinting process, we go to the original source to discover the accurate and complete disposition for all of the potential hits on an individual's record. Any convictions found nationwide are collected.

Finally, this report goes to a dedicated team that is specifically trained to evaluate each background check report to determine if any convictions disqualify the individual from becoming a TNC driver.

California Law: AB 1289 & Prop 47

In compliance with AB 1289, which recently went into effect, we disqualify applicants with criminal records that include convictions relevant to providing a safe and reliable ride—including all reported instances of the most serious violent felonies. We also disqualify applicants for other violent, sexual or certain driving related offenses.

This bill also aligns with Prop 47, which was voted into law by California voters and reclassified some nonviolent crimes as misdemeanors. It allows individuals with low-level, nonviolent misdemeanors—like toilet-papering or minor graffiti on Halloween—to drive.

AB 1289 was passed with overwhelming support in the Senate—39-0. It demonstrates that both the California legislature and governor—our elected representatives—recognized that commercial background checks effectively ensure safety for the TNC industry.

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Smart regulations, combined with modern technology, can improve safety and create more work opportunities for more people.