CALIFORNIA PUBLIC UTILITIES COMMISSION

Safety and Enforcement Division

CPUC Decision 13-09-045

APPLICATION PACKET

TRANSPORTATION NETWORK COMPANIES (TNC)

STATE OF CALIFORNIA EDMUND G. BROWN JR., *Governor*

PUBLIC UTILITIES COMMISSION
SAFETY AND ENFORCEMENT DIVISION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

Dear Applicant

Here you will find the necessary information, forms and samples you need to apply for a Transportation Network Company (TNC) permit from the California Public Utilities Commission. TNC permits will only be granted to companies **utilizing smart phone technology applications to facilitate transportation of passengers using the driver's personal vehicle.** Before you begin completing any forms, it is important that you read and understand the information on the Basic Information for Transportation Network Companies immediately following this letter.

In the TNC Application packet you will find the **TNC Application checklist**, please complete and sign all necessary forms and attachments. (Forms submitted should in the order shown on the checklist).

It is your responsibility to accurately complete, **sign** and submits all required attachments. We will begin processing your application upon receiving the full application packet and required fee. Incomplete applications as well as your application fee will be returned. Incomplete or incorrect information will delay issuance of your authority, and may cause denial. **FILING FEE WILL NOT BE REFUND AFTER ACCEPTANCE OF APPLICATION**.

Before submitting your application, make a copy of the completed application, forms and attachments for your records. If any problems arise it will be easier to resolve them if you have your own copies for reference.

License Section

Safety and Enforcement Division

TRANSPORTATION LICENSE SECTION
STATE OF CALIFORNIA PUBLIC UTILITIES COMMISSION

BASIC INFORMATION FOR TRANSPORTATION NETWORK COMPANIES AND APPLICANTS

Who should read this information?

If you will transport passengers over California public streets and highways as a company using an online-enabled platform to connect passengers with drivers using their personal vehicles, you will find important information here on how to apply and how to keep your authority in good standing. Also, keep it for your reference after you have your authority, as there is information to help you. Thank you!

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Abbreviations

CPUC California Public Utilities Commission
DMV California Department of Motor Vehicles
TCP Transportation Charter-Party. This can refer to a charter-party carrier, a charter-party permit or certificate, or a charter-party carrier number—the number assigned to a TCP carrier by the License Section.
TNC Transportation Network Company. A sub-type of charter-party carrier providing transportation services using an online-enabled platform to connect passengers with drivers using their personal vehicles.
LLC Limited Liability Company
LP Limited Partnership

Transportation Network Companies (TNCs)

What is a Transportation Network Company (TNC)?
A Transportation Network Company (TNC) is a company or organization operating in California that provides transportation services using an online-enabled platform to connect passengers with drivers using their personal vehicles.

This new classification of passenger carrier was established through CPUC Decision 13-09-045.

What kind of authority is required to operate as a TNC?
For an overview of the types of for-hire passenger carriers regulated by the CPUC, see the publication "Basic Information for Passenger Carriers and Applicants". A company or individual wishing to operate as a TNC must apply for the TNC subclass of a TCP-P permit. If the type of vehicle used is not a personal, non-commercial vehicle that is owned by the driver, please see the guide Basic Information for Passenger Carriers and Applicants for the definitions of other types of TCP authorities.

Permits for TNCs will only be granted to companies utilizing smart phone technology applications (app) to facilitate transportation of passengers in the driver's personal vehicle.

TNCs are not permitted to themselves own vehicles used in their operation or own fleets of vehicles. However, there is no limit to the number of drivers that utilize the app under one permit.

TNC drivers shall 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.

How much does it cost to apply?
The fee for filing a new application or refiling a previously denied or expired application for a TNC Permit is $1,000. The permit is valid for three years.

The fee to renew an existing TNC Permit is $100.

No application will be accepted or processed without the correct filing fee. **FILING FEES ARE NOT REFUNDABLE**.

Public Utilities Code § 407 allows refunds of fees paid by charter-party carriers only where the fee was collected in error. If you file an application, then later change your mind about whether you want authority, or which kind, or which type of legal entity to apply, that is not "collected in error," and you will not receive a refund.

Currently, 0.33% of a TNC's gross California revenues, plus a $10 administrative fee, will be collected by the CPUC on a quarterly basis as part of overall fees and paid into the Public Utility Commission Transportation Reimbursement Account (PUCTRA).

What are the insurance requirements?
Each TNC must file its insurance policies under seal with the Safety and Enforcement Division as part of applying for a license. TNCs must also file an insurance certificate to be posted on the Commission website.

New insurance requirements came into effect on July 1, 2015. It defined TNC services as having three periods, with each period having its own insurance level.

Period One is when the app is on but the driver has not yet accepted a ride request. For Period One, TNC shall have primary insurance of at least $50,000 for death and personal injury per person, $100,000 for death and personal injury per incident, and $30,000 for property damage. The TNC shall also have $200,000 in excess coverage (per occurrence).

Periods Two and Three are when the driver has accepted a ride but has not yet picked up a passenger, and when the driver is transporting the passenger, respectively. During these two periods, primary commercial insurance of $1,000,000 for death, personal injury, and property damage is required. In addition, TNCs shall maintain $1,000,000 of uninsured motorist insurance from the moment the passenger enters the vehicle until the passenger exits the vehicle.

TNCs must 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 are required to provide proof of both their personal insurance and the commercial excess liability insurance in the case of an accident.

Do drivers have to be licensed and trained?
TNCs must establish a driver training program to ensure that all drivers are safely operating the vehicle prior to the driver being able to offer service.

TNC drivers must possess a valid California driver's license, be at least 21 years of age, and must provide at least one year of driving history before providing TNC services. TNCs must obtain each TNC driver's driving record before the driver begins providing service and annually thereafter.

Are drivers required to be drug tested?
TNCs must institute a policy of zero tolerance for intoxicating substances with respect to drivers in accordance with Decision 13-09-045.

Each TNC is required to include on its website, mobile application and riders' receipts, notice and information on the TNC's zero-tolerance policy and the methods for reporting a driver whom the rider reasonably suspects was under the influence of drugs or alcohol during the course of the ride. Also, the TNC's 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. Promptly after a zero-tolerance complaint is filed, the TNC is required to suspend the driver pending further investigation.

A TNC's website and mobile application must also include the phone number and email address of the Commission's Consumer Intake Unit that handles passenger carrier complaints: 1-800-894-9444 and CIU_intake@cpuc.ca.gov.

Are drivers required to be background checked?
TNCs must perform national criminal background check including the national sex offender database on drivers utilizing their app. The criminal background check must be based on the applicant's social security number and not just the applicant's name.

In order to protect public safety, any person who has been convicted, within the past seven years, of driving under the influence of drugs or alcohol, fraud, sexual offenses, use of a motor vehicle to commit a felony, a crime involving property damage and/or theft, acts of violence, or acts of terror shall not be permitted to provide TNC services.

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).

What are the requirements for vehicles operating under a TNC's permit?
TNCs may only use street-legal coupes, sedans, or light-duty vehicles including vans, minivans, sport utility vehicles (SUVs) and pickup trucks. Hatchbacks and convertibles are also acceptable. The maximum seating capacity is seven passengers, including the driver. TNC vehicles must not be significantly modified from factory specifications, (e.g., no "stretch" vehicles).

The 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.

TNCs must allow passengers to indicate whether they require a wheelchair-accessible vehicle or a vehicle otherwise accessible to individuals with disabilities.

TNC vehicles must display consistent trade dress in the front and the 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 50 feet. The trade dress must 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. Magnetic or removable trade dress is acceptable.

The TNC must include a photograph of its trade dress with its application for TNC authority.

All TNC vehicles must be inspected by a facility licensed by the California Bureau of Automotive Repair (a) before the vehicle is first introduced into service as a TNC vehicle; and (b) every 12 months or 50,000 miles thereafter, whichever occurs first. TNCs shall maintain records for at least three years demonstrating compliance with this requirement.

The required 19-point vehicle inspection includes:

1. Foot brakes (check stopping: at 20 mph, a vehicle must be capable of stopping within 25 ft)	11. Front seat adjustment mechanism
2. Emergency brakes (engine stall test)	12. Doors (open, close, lock)
3. Steering mechanism	13. Horn
4. Windshield	14. Speedometer
5. Rear window and other glass	15. Bumpers
6. Windshield wipers	16. Muffler and exhaust system
7. Headlights	17. Condition of tires, inc. tread depth
8. Tail lights	18. Interior and exterior rear view mirrors
9. Turn indicator lights	19. Safety belts for driver and passenger(s)
10. Brake lights	

Where can TNCs provide service?
TNCs may operate from any point to any point within California.

Are you a Transportation Network Company?
After reading all of this information, if you've decided to apply for a TNC permit, you may obtain a Transportation Network Company Application Packet in any of the following ways:

Download it from the CPUC web site:
http://www.cpuc.ca.gov/PUC/Enforcement/TNC/

Request by email: Licensing_TNC@cpuc.ca.gov

TCP/TNCs and Taxicabs Distinguished
Based on the information above, it may seem that there is little or no difference between a charter-party carrier/TNC and a taxicab. In fact, the two are separate and distinct types of transportation. A charter-party carrier/TNC may not operate as a taxi, *or advertise* as to indicate that it provides taxicab service. Taxis are licensed and regulated by cities and counties, while charter-party carriers/TNCs operate under authority from the CPUC, subject to the Public Utilities Code and CPUC regulations. Taxis have meters and top lights; charter-party/TNC vehicles do not have either one. The most important operational difference is that TCP/TNC transportation must be prearranged. Taxis may provide transportation "at the curb", that is, a customer may "arrange" taxi transportation by simply hailing a cab from the sidewalk. All transportation performed by charter-party carriers/TNC must be arranged beforehand, and the driver must have a completed waybill in his or her possession at all times during the trip.

Expiration and Renewal
All TNC permits expire after 3 years. If the carrier completes and submits a renewal application with enough time for the License Section to process its application, the authority will be renewed for another 3 years and there will be no lapse in authority. The expiration date of your authority will appear on the permit itself. We will send you a renewal application approximately 120 days prior to your expiration date. You are required by Commission General Order 157-D to complete and return this to us no less than 3 months prior to expiration. The filing fee for renewal applications is $100 for all types of permits. General Orders are available on line at www.cpuc.ca.gov/PUC/documents/go.htm.

You've decided to apply. Now what?

Think about who or what will apply (and have CPUC authority)
This is your first major decision after (or even before) deciding to apply. Several types of legal entities may apply for authority.

If you are applying for charter-party authority, on the first page of your application, you will check a box indicating whether you are applying as an Individual, a General Partnership, a Corporation, an LLC (Limited Liability Company) or LP (Limited Partnership). All applicants will indicate the *name of the applicant*. That name will be your CARRIER NAME, the *legal entity* to which your permit will be issued.

If you apply as a corporation, LLC or LP, the License Section will verify that the entity is in good standing with the California Secretary of State.

Think carefully! If you apply and later change your mind about which type of entity you wish to operate as, you will not receive a refund. You will have to file another application and pay the fee again.

Here are a few things to consider:

1. You can look at all carriers in our database by going to the CPUC's home page (www.cpuc.ca.gov), clicking on the "Transportation" tab, then the link, "Search our List of Companies to find out if a company is licensed". Click on any carrier's File Number ("PSG" or "CA" Number). Unless the carrier is revoked or expired, you will see that carrier's name, mailing address, physical address, and phone number. Keep in mind that whatever address and phone number you place on your application—including your home address and phone number—they are **public information**, posted on our web site, and available to any member of the public. *We will not accept a P.O. Box or mail drop* for a physical address. If you apply as an individual, your name will be part of that public information. If you apply as a general partnership, the names of all partners are public information. Of course, if you are an officer of a corporation, your name is also public information, though it may not be quite as visible as though you were to apply as an individual. Many carriers choose to have a separate business address and phone number.
2. If you apply as a general partnership, be aware that a general partnership consists of the *specific* individuals or entities named as part of that general partnership[1]. If *any partner* leaves the business (including by death) or if another partner is added to the business, then the general partnership which applied for or holds authority no longer exists. The remaining partners(s) must apply for new authority as a new general partnership, or as individual(s), a corporation, etc. The new entity will have a new TCP or PSC number. By contrast, a corporation, LLC, or LP has the advantage that it can change officers, managing members, partners, even owners, and continue as the same legal entity, without the need to apply for new authority.

[1] Other types of legal entities, such as corporations, may also form general partnerships. For example, a general partnership may consist of an individual and an LLC.

The difference between "Carrier Name" and "DBA"
Again, the name under which you apply (individual, partnership, corporation, etc.) will be your "carrier name", the name (the legal entity) to which your permit will be issued, and which must appear *exactly* on all your insurance certificates. This is not to be confused with any *fictitious business name or "DBA"* (Doing Business As) you may choose to use.

Example 1: John Doe applied as an individual, doing business as "Acme Limousine Service". In that case, *"John Doe"* is the carrier name and the permit holder, and not "Acme Limousine Service".

Example 2: Mr. Doe forms a corporation, "Doe Transportation, Inc." doing business as "Acme Limousine Service". "Doe Transportation, Inc." is the carrier name and the permit holder, and not "Acme Limousine Service".

If you are a TNC, before you use any fictitious business name, you must inform the License Section in writing of your intent to use it (General Order 157-D, Section 3.06). If you show a DBA on your application, we will print that DBA on your permit, and will post it on our web site. Otherwise, it is not necessary to state your DBA on any document you or your insurer sends us, and may cause confusion, or worse.

Within a few weeks after applying, you will receive a letter from the License Section. On that letter (and every letter you ever receive from us) you will see a File Number. For passenger carriers, this begins with "PSG" followed by some numbers, for example, "PSG0012345".

Please keep that number handy and refer to it whenever you call, write, or email the License Section! Ideally, it should be prominently displayed on every page of every document you send us. (You can ignore the leading "0's", so in the above example, all we need is "PSG12345".)

When your authority is issued, the numbers of your File Number will also be the numbers of your permit, for example, "TCP 12345-P". Whenever you contact the License Section, you may refer to that number by any of the prefixes, (i.e., "PSG" or "TCP").

Insurance
All TNC carriers must file under seal their commercial liability insurance with the CPUC before we will issue an operating authority to them. All TNC carriers must also file an un-redacted copy of their insurance certificate to be posted on the Commission's website.

In addition, TNC carriers who have employees (e.g., administrative assistants, engineers, sales associates) must have their insurance company file a certificate of workers' compensation insurance with the Commission's License Section. The License Section is now accepting only insurance that is e-filed with the Commission. The License Section will not communicate with your insurer on your behalf. It is your responsibility to select an insurer that is able to e-file your insurance.

Sign all forms
It is your responsibility to ensure that your application and all attachments are signed. If you are a partnership, all partners must sign; if a corporation, an officer of the corporation; if an LLC, a managing member.

If my application is not 100% complete and error-free, will it be denied?
No (at least not right away). We will accept your application and begin processing it. However, we recommend that you include as many of the required attachments as possible, as this will greatly expedite the process. Applications without the correct filing fee will be rejected.

For TNC applicants, typically, within 1 - 3 weeks after we receive your application, it will be reviewed by a technician who will determine what information and documents are lacking or incomplete. You will receive a letter telling you anything and everything you need to do before your authority can be issued.

Thirty days later, if those items have not been completed, you will receive a second letter telling you what remains to be done. Thirty days after that, you will receive a "Final Notice", advising you that if the remaining items are not completed within 20 days, we may deny your application.

We will wait at least those 20 days before denying your application, and will be somewhat more flexible if you communicate, and we can see that you are making a good faith effort. You will have plenty of opportunities to get everything done before we will deny your application.

HOWEVER, there is a limit to how long we will keep an application pending before we deny it. Do not send us an application if you're not absolutely sure you'll be ready to start operating within 3 months. Once again, filing fees are not refundable, so if your application is denied, you must re-file and pay the application fee again.

How long will it take to get my permit issued?
That will depend largely upon how complete and accurate your application is when you submit it *and* how responsive you are to our requests for additional information or documents. So pay careful attention to these instructions, and those in the application packet, and to your mail from the License Section!

TNC applicants who are attentive to these details can typically have their authority issued within about 3-6 weeks, sometimes less. Remember, however, that we have no control over certain factors, such as how quickly your insurer e-files the necessary workers' compensation insurance to us. (See discussion above, under "Insurance".)

Your responsibilities after authority is issued

Keep your Authority Active
Once you have your authority, you must keep it active in order to continue operating. Your responsibilities include:

- Generally paying prompt and careful attention to all mail you receive from the CPUC. Under normal circumstances, we will notify you of any impending suspension, and tell you what you must do to prevent it, in plenty of time for you to do so.
- Being sure the CPUC knows of any change in your mailing address. You'll find a form on our web site for that purpose.
- Addressing all correspondence to "CPUC License Section" as shown throughout this document. The CPUC has many divisions, branches, etc., so it isn't obvious where your mail should go unless you specify. Include your File Number on all documents, including

checks. The License Section may also be contacted by email at Licensing_TNC@cpuc.ca.gov.

- Keeping copies of all forms and correspondence with the License Section. We handle many thousands of documents every month, and occasionally a document is misplaced or misdirected. This will be far less inconvenient for you if you have backup copies.
- Paying your quarterly fees on time (you will receive notification in the mail when these are due, and all necessary forms and instructions).
- TNCs must apply for renewal no less than 3 months prior to expiration, as required by Commission regulation.
- Provide a copy of any new and/or updated insurance policies. If we find out your insurance was cancelled and you have not provided us with a copy of any new insurance, you permit is liable to be suspended.

We will notify you by mail any time your authority is suspended, revoked, expired, or reinstated. If you have any doubts about your authority status, you may verify it on the Commission's web site, which is updated several times daily, or contact the License Section. If your authority is suspended, revoked, or expired you may not operate. Only "active" authority allows you to operate.

Obey All Laws

Your authority may be suspended or revoked for violations of laws and regulations governing your business. You are responsible for knowing and following these requirements, including the following:

The Public Utilities Code. Sections pertaining specifically to charter-party carriers are §5351 through §5420. Many of these sections contain references to other California codes, such as the Vehicle Code. Carriers are also responsible for obeying those laws as well. All California codes are on line at www.leginfo.ca.gov/calaw.html.

Commission General Orders. Commission General Order (GO) 157 Series contains rules and regulations governing charter-party carriers. You are responsible for knowing and following all applicable regulations in these General Orders, which you may view or download at www.cpuc.ca.gov/PUC/documents/go.htm.

If you have thoroughly read the preceding material and are still not sure whether you need CPUC authority, or which type, or if you have other questions, you may contact the License Section for assistance.

Email: Licensing_TNC@cpuc.ca.gov

Applicant – please read this notice carefully

Before completing this Transportation Network Company application you must do the following:

- Apply to the Department of Motor Vehicles (DMV) Employer Pull Notice Unit for a Requestor Code: www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv/vehindustry/epn/epnformlist

- If this is a Corporation, Limited Liability Corporation (LLC), or Limited Partnership (LP): You must have received your Statement of Information and Articles of Incorporation (Corp) or Articles of Organization (LLC) www.sos.ca.gov/business-programs/business-entities/forms/

You must include the above required documents with your application.

CHARTER-PARTY CARRIER OF PASSENGERS
TRANSPORTATION NETWORK COMPANIES
PERMIT
APPLICATION CHECKLIST

Your application must include all of the following documents and a check or money order for your filing fee. If any of these documents are missing, your application as well as payments submitted will be returned to you. **Please submit your completed forms in the order shown below:**

- ☐ Filing Fee – Payment must be from the applicant
- ☐ Form PL 739-TNC – Application for Transportation Network Companies (**signed & dated**)
- ☐ Documentation of active status filed with the **California Secretary of State**
  - Corporation
    - Articles of Incorporation and
    - Statement of Information
  - Limited Liability Company (LLC):
    - Articles of Organization and
    - Statement of Information
  - Limited Partnership (LP):
    - Partnership Agreement and
    - Certificate of Limited Partnership
- ☐ Organization Chart showing name and title of all officers, directors, or members of the organization including any parent company or subsidiaries.
- ☐ Color photograph of vehicle trade dress
- ☐ Accessibility Plan - Any description to the topics below should be explained under the appropriate topic - This must include the followings:
  - Timeline for modifying apps so passengers can indicate their access needs.
  - Plan for how TNC will work to provide appropriate vehicles who specify access, needs and a plan to provide incentive to individuals with accessible vehicles.
  - Timeline for modifying apps and TNC websites so that they meet accessibility standards.
  - Timeline for modifying apps so that they are accompanied by a service animal.
  - Detailed statement on procedures/policies in place to ensure rating are not based on unlawful discrimination.
- ☐ PL 707 - Zero Tolerance Intoxicating Substance Policy Declaration
- ☐ DMV Pull Notice Agreement – Form INF 1105 (No fictitious business names or dba names).
- ☐ Form TL 706-F3 – Profit and Lost Statement
- ☐ Form TL 706-K - Workers' Compensation Declaration
- ☐ Transports Minor/Children – Trustline - Background Check enrollment required
- ☐ Copy of Driver Safety Training Program (signed by both parties)
- ☐ Criminal Background check – Copy of Contract (signed by both parties)
- ☐ PL 668 – Vehicle Inspection

Note: Once you are assigned a PSG number, at that time you will be required to fulfill the following requirement:

- ☐ Commercial Liability Insurance – Have your insurance company submit proof of Commercial Liability insurance via PUC Insurance E-Filing. Visit the CPUC website at www.cpuc.ca.gov/PUC/transportation

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
APPLICATION FOR TRANSPORTATION NETWORK COMPANY AUTHORITY

FOR CPUC USE ONLY:

PSG_____

IMPORTANT

Please read and understand the document entitled, "BASIC INFORMATION FOR TRANSPORTATION NETWORK COMPANIES AND APPLICANTS" prior to completing this application.
Filing this application, in and of itself, does not constitute authority to engage in for-hire operations. A filing fee must accompany this application and is not refundable. Payment should be made by check or money order, payable to "California Public Utilities Commission" or "CPUC".

TYPE OF AUTHORITY	NEW FILING FEE	REFILE FILING FEE	FOR CPUC USE ONLY
CHARTER-PARTY P-TNC PERMIT	$1,000	$1,000	(540)

PLEASE TYPE OR PRINT CLEARLY

PART I: STATEMENT OF OWNERSHIP

1. Applicant is:

❑ Individual:

_____
First Name Middle Name Last Name

❑ General Partnership:

_____

_____
(List full names of all partners. Use additional sheet if necessary. ALL PARTNERS MUST SIGN ALL FORMS.)

❑ Corporation ❑ LLC ❑ LP:

_____
(Show exact name as registered with the California Secretary of State.)

❑ Other:

_____
(Show exact name and specify type)

_____

Doing Business As (DBA):

_____

Note: Any entity doing business under one or more fictitious names shall, with respect to each fictitious name comply with Sections 17900-17930 of the California Business And Professions Code, entitled "Fictitious Business Names".

Physical Address:

_____

Street Address City County State Zip Code

Mailing Address:

_____

Street Address City County State Zip Code

Phone, including Area Code: (_____) _____

Email Address:_____

Company Website:_____

IF A CORPORATION, LLC OR LP, list all Officers, Managing Members, or Partners. Attach additional pages if necessary.

NAME	TITLE	NO. OF SHARES

Control of Corporation, LLC or LP held by: ❑ Individuals listed above ❑ Other (specify below)

_____

If Applicant Is	Attach to this Application
A corporation organized under the laws of California	Articles of Incorporation and Statement of Information filed with the Secretary of State and an organizational chart.
An LLC organized under the laws of California	Articles of Organization and Statement of Information filed with the Secretary of State and an organizational chart.
An LP organized under the laws of California	Partnership Agreement and Certificate of Limited Partnership filed with the Secretary of State and an organizational chart.
A corporation, LLC or LP organized and existing under the laws of a state other than California	Certificate of Qualification from the California Secretary of State, and Articles of Incorporation, Articles of Organization, or Partnership Agreement and an organizational chart.

IF A GENERAL PARTNERSHIP, a copy of your partnership agreement shall be attached to this application. If you do not have a written partnership agreement, you may complete and attach Form TL706-B.

❑ PARTNERSHIP AGREEMENT ENCLOSED ❑ FORM TL706-B ENCLOSED

2. **Applicant Business Affiliation** (Check One):

(a) ☐ Applicant is associated or affiliated with the following business entities by reason of common ownership, control or management (own part or all of the company, hold a responsible position in the company or guide the operations of the company, directly or indirectly.). Please list and indicate the type of entity, i.e., whether a corporation, LLC, LP, general partnership, or other. Use additional sheets if necessary.

NAME	TYPE OF ENTITY

(b) ☐ No affiliation exists.

PART II: DESCRIPTION OF SERVICES

1. Provide a description of the service(s) Applicant proposes to offer. At minimum, this description should clearly demonstrate that Applicant and Applicant's proposed service meets the definition of a transportation network company (TNC), as specified in Decision 13-09-045. Attach additional sheets if necessary.

2. If Applicant intends to engage primarily in the transportation of unaccompanied infants and children under the age of 18 years and their parents, guardians and child care providers, Applicant must comply with the rules applicable to infant and child common carriers, as set out in Decision 97-07-063, in addition to the rules applicable to TNCs as set out in Decisions 13-09-045 and 14-11-043. As part of the requirements in D.97-07-063, carriers are required to conduct criminal background checks of drivers and employees in physical contact with children passengers through the Department of Justice's Trustline Unit.

State affirmatively whether Applicant intends to engage primarily in the transportation of unaccompanied infants and children under the age of 18 years and their parents, guardians and child care providers. Changes in the service(s) offered following issuance of a TNC permit may result in immediate suspension of operating authority, if Applicant is found to be primarily engaged in the transportation of unaccompanied infants and children under the age of 18 years and their parents, guardians and child care providers. Additional consequences include citation, financial penalty, and imprisonment.

_____

_____

_____

_____

3. List the city/cities in which Applicant intends to offer the proposed service(s). Attach additional sheets if necessary.

_____

_____

_____

_____

_____

_____

_____

PART III: SAFETY OF OPERATION

1. **VEHICLE INSPECTION CERTIFICATION:** By signing this application, applicant certifies that the applicant will conduct a 19 point vehicle inspection and maintain proper documentation of such inspections pursuant to CPUC Decision 13-09-045.
2. **CONTROLLED SUBSTANCE AND ALCOHOL ZERO TOLERANCE POLICY CERTIFICATION:** By signing this application, applicant certifies that the applicant will maintain a zero-tolerance controlled substance and alcohol policy pursuant to CPUC Decision 13-09-045.
3. **CRIMINAL BACKGROUND CHECK CERTIFICATION:** By signing this application, applicant certifies that the applicant will conduct a criminal background check prior to utilizing any driver pursuant to CPUC Decision 13-09-045.
4. **DRIVING RECORD CHECK CERTIFICATION:** By signing this application, applicant certifies that the applicant will conduct a Department of Motor Vehicles driving record checks pursuant to CPUC Decision 13-09-045.

PART IV: FINANCIAL RESPONSIBILITY AND INSURANCE REQUIREMENTS

Public Utilities Code §5433 specifies the insurance requirements for TNCs, effective as of July 1, 2015.

Applicant shall deposit evidence of adequate bodily injury and property damage insurance required by Public Utilities Code §5433. The current insurance requirements are summarized below:

TNC services are defined by three periods:

Period 1: App open – waiting for a match.

- Period 1 - TNCs shall provide primary insurance in the amount of at least fifty thousand dollars ($50,000) for death and personal injury per person, one hundred thousand dollars ($100,000) for death and personal injury per incident, and thirty thousand dollars ($30,000) for property damage. TNCs may satisfy this requirement through: (a) TNC insurance maintained by the driver; (b) TNC insurance maintained by the TNC that provides coverage if a driver does not maintain the required TNC insurance, or if the driver's TNC insurance ceases to exist or is cancelled; or (c) a combination of (a) and (b).
- TNCs shall also maintain insurance coverage that provides excess coverage insuring the TNC and the driver in the amount of at least two hundred thousand dollars ($200,000) per occurrence to cover any liability arising from a participating driver using a vehicle in connection with a TNC's online-enabled application or platform. TNCs may satisfy this requirement through: (a) TNC insurance maintained by the driver, if the TNC verifies that the driver's TNC insurance covers the driver's use of a vehicle for TNC services; (b) TNC insurance maintained by the TNC; or (c) a combination of (a) and (b).

Period 2: Match accepted – but passenger not yet picked up (i.e. driver is on his/her way to pick up the passenger).

Period 3: From the moment a passenger enters the vehicle until the driver completes the transaction (on the online-enabled application or platform) or until the ride is complete, whichever is later.

- Periods 2 and 3 - TNCs must provide primary commercial insurance in the amount of one million dollars ($1,000,000). TNCs may satisfy this requirement through: (a) TNC insurance maintained by the driver, if the TNC verifies that the driver's TNC insurance covers the driver's use of a vehicle for TNC services; (b) TNC insurance maintained by the TNC; or (c) a combination of (a) and (b).
- TNCs shall also provide uninsured motorist coverage and underinsured motorist coverage in the amount of one million dollars ($1,000,000) from the beginning of Period 3 until the passenger exits the vehicle. TNCs may satisfy this requirement through: (a) TNC insurance maintained by the driver, if the TNC verifies that the driver's TNC insurance covers the driver's use of a vehicle for TNC services; (b) TNC insurance maintained by the TNC; or (c) a combination of (a) and (b). The policy may also provide this coverage during any other time period, if requested by a participating driver relative to insurance maintained by the driver.

Certificate/Permit will not be issued without insurance being on file under seal with the Commission.

The insurance coverage shall be available to cover claims regardless of whether a relevant TNC driver maintains insurance adequate to cover any portion of the claim. Your insurance company must file your insurance policy under seal with the Commission before any transportation network company operating authority can be issued. **IMPORTANT: The Name of Insured on all insurance policies and certificates of insurance must be exactly the same as the applicant's name(s) as listed in Part I, No. 1 of this application.**

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that the representations appearing in this application and in any forms attached thereto (including any accompanying financial schedules, statements or projections) are, to the best of my (our) knowledge and belief, true, correct and complete, based on all the information required to be included therein, of which I (we) have any knowledge, and these representations are made in good faith. Where the applicant is a corporation, LLC or LP, I further certify that I am an officer of the corporation, managing member of the LLC, or partner of the LP, and am authorized to make this certification on its behalf. I (we) further certify (or declare), under penalty of perjury, that a final judgment has not been entered against the applicant(s) pursuant to Section 3716.2 of the Labor Code (workers' compensation violations) and that I (we) am (are) in compliance with the Americans with Disabilities Act of 1990 as required by D. 92-12-065.

If applicant is an individual, he or she must sign below. If applicant is a general partnership, all partners must sign below, as well as all forms attached to this application. If applicant is a corporation, LLC or LP, then the person signing must be authorized to do so, as certified above. The person(s) signing below is (are) responsible for this certification, regardless of whether another party prepared, or assisted in preparing, the application or its attachments.

INDIVIDUAL, CORPORATION, LLC, OR LP

Signature of Individual Applicant, or Authorized Officer, Managing Member or LP Partner	Title
Print Name	DATE

GENERAL PARTNERSHIP

(Make as many copies of this page as necessary for all partners to sign.)

Signature of Partner	Signature of Partner
Print Name	Print Name
Signature of Partner	Signature of Partner
Print Name	Print Name

DATE

FOR USE OF CONSULTANT / PREPARER

If this application was prepared by an outside consultant not affiliated with the applicant, please provide the following:

NAME: _____
(Name of individual who prepared this application)

COMPANY NAME (if different): _____

EMAIL: _____@_____ Phone: (_____)_____ Ext. _____

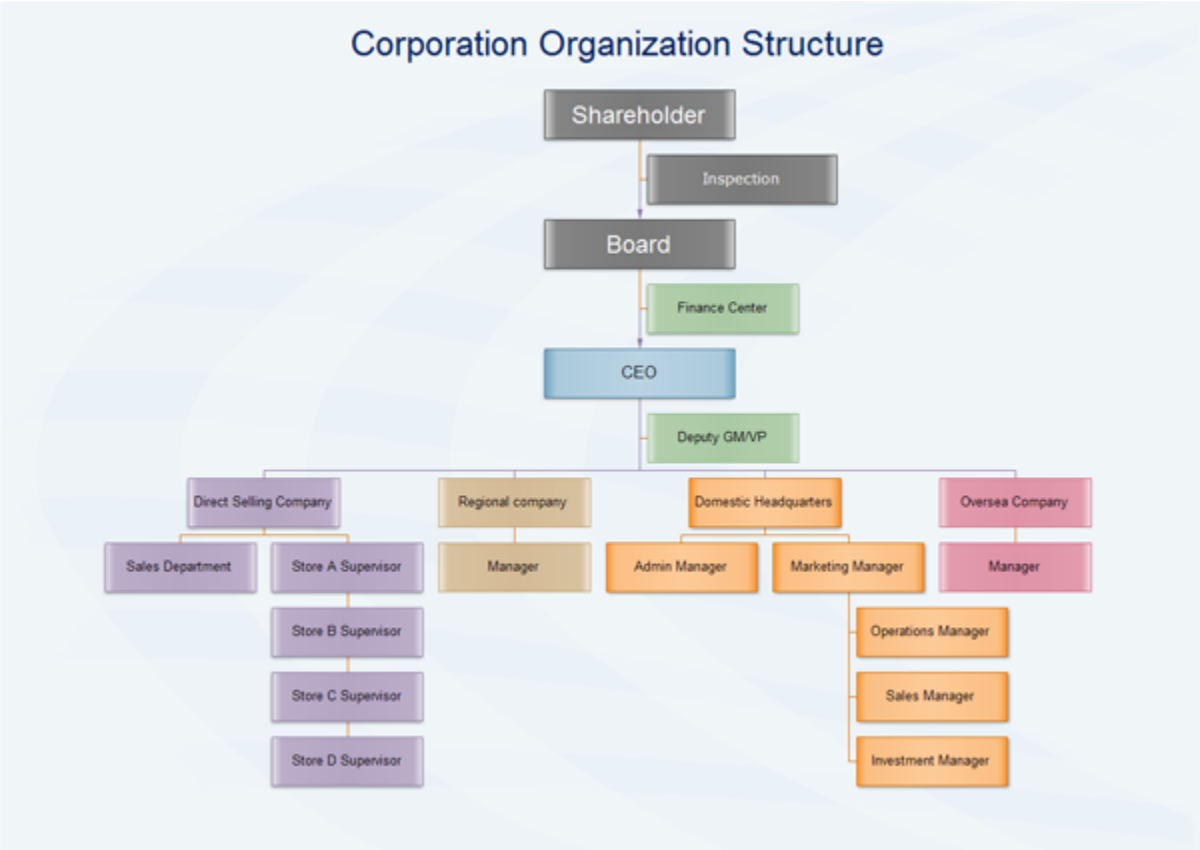
COMPLETE AND RETURN ALL 7 PAGES OF THIS APPLICATION TO:

CPUC License Section
505 Van Ness Ave.
San Francisco, CA 94102

(Your TNC company name)

SAMPLE*

***Include both the title AND name of the person holding each position.**



(Your TNC company name)

SAMPLE

Accessibility Plan

To ensure compliance with California Public Utilities Commission Decision 13-09-045, **(TNC company name)** presents the following accessibility plan:

a) A timeline for modifying apps so that they allow passengers to indicate their access needs, including but not limited to the need for a **wheelchair accessible** vehicle. A passenger should be allowed to state other access needs, either from a drop-down menu with room for comments or through a field requesting information.

- April 2018, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
- August 2018, high-level design completed.
- December 2018, detailed design completed.
- March 2019, Final design and critical design review completed
- June2019, application program with Accessibility Features completed
- September 2019, beta testing of passenger and driver apps completed
- December 2019, app development completed and shipped to the iOS and Android app stores.

b) A plan for how the TNC will work to provide appropriate vehicles for passengers who specify access needs, including but not limited to a plan to provide incentive to individuals with accessible vehicles to become TNC drivers.
TNC company, plans to manage accessibility needs by having the features delineated below contained in our apps:
Feature 1.0 In the driver's profile, the driver will be able to address what accessibility needs the driver can handle to include:

1.1. Whether or not the driver's vehicle is wheelchair-accessible.
1.2. Whether or not the driver accepts passengers who are accompanied by a service animal.

Feature 2.0 In the passenger profile, the passenger will be able to set ride preferences to include:

2.1. Whether or not the passenger needs a driver and vehicle that can accept a wheelchair.
2.2. Whether or not the passenger needs a driver and passenger that can handle a service animal.
2.3. Our app will also include a comment box for the passenger to state other accessibility needs. The completed content in the comment box will go to our support

group in order to assess other needs, e.g., to be flagged in the apps and the response by drivers who would provide the ride services.

c) Timeline for modifying apps and TNC websites so that they meet accessibility standards.

The timeline displayed below reflects when all TNC website and apps are intended to be modified to satisfy all required accessibility standards:

1. April 2018, requirements definition for Accessibility Features in both driver and passenger apps to include the location and function of each feature.
2. August 2018, high-level design completed.
3. December 2018, detailed design completed.
4. March 2019, final design and critical design review completed.
5. June 2019, application program with Accessibility Features completed.
6. September 2019, beta testing of passenger and driver apps completed.
7. December 2019, app development completed and shipped to the iOS and Android app stores.

d) A Timeline for modifying apps so that they allow passengers to indicate that they are accompanied by a service animal, and for adopting a policy that **services animals** will be accommodated.

TNC, plans to have an application that will be either a drop-down menu with a comments section or through a field that requests completion of the appropriate passenger and service-animal information. In addition, we will intend to modify the driver app to accommodate the same accessibility requirements. This planned timeline is displayer below:

1. April 2018, requirements definition for Accessibility Features in both drivers and passenger apps to include the location and function of each feature.
2. August 2018, high-level design completed.
3. December 2018, detailed design completed.
4. March 2019, final design and critical design review completed
5. June 2019, application program with Accessibility Features completed.
6. September 2019, beta testing of passenger and driver apps completed
7. December 2019, app development completed and shipped to the iOS and Android app stores.

e) A plan for ensuring that drivers' review of customers will not be used in a manner that results in discrimination, including any policies that will be adopted and any monitoring that will take place by the TNC to enforce this requirement.

TNC's apps ensure the ratings are not used in a fashion that results in discrimination. This is accomplished using the features defined below:

1. Rating system: Our apps will not use a single rating. Instead it takes into account a driver's and passenger's ratings over time. Therefore, one poor rating will not unfairly impact either the driver or the passenger. However, if a user gets a low rating, TNC's support team will review it to understand why it occurred. If we can determine that a low rating was given because unlawful discrimination, the case will be passed to our internal support team to take appropriate action.
2. Comments: Our apps use key words to note unsuitable remarks that reflect discrimination. When key word use is detected, our support team will investigate; and, based on the results, decide whether to dismiss a driver or block a passenger from futures rides.
3. Escalation policy: If our support team receives a ticket related to discrimination, there is an escalation policy, which requires the ticket to have quick action taken. The support team will also endeavor to follow up directly with both the driver and the passenger to ensure appropriate action was taken.
4. Code of conduct: All of TNC drivers will have to agree to the included antidiscrimination language in our Terms of Service.

I certify the information listed above is true and correct.

_____	_____	_____
Print name and title	Signature	Date

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
ZERO TOLERANCE POLICY DECLARATION FORM

YOUR FILE NUMBER

Carrier Name _____ TCP_____

Pursuant to Decision 13-09-045 Ordering Paragraph 1 – Safety Requirement d, 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.

TCPs shall be responsible for ensuring compliance with this requirement, and shall maintain records of such compliance for a minimum of three years.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement regarding zero tolerance policy disclosures and procedures, and that I (we) am (are) able to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: _____

_____
Print Name of Applicant / Officer

_____
Signature of Applicant(s)

_____
Signature of Corporate Officer

_____
Title of Corporate Officer

CPUC Use Only
PSG/MTR _____

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
PROJECTED PROFIT AND LOSS STATEMENT

For a time period of (check one): ☐ 90 Days ☐ 120 Days ☐ 180 Days ☐ One year

Line No.	ITEM		AMOUNT
	PART I	**INCOME**	
1.	Estimate Revenues		$ _____
	PART II	**EXPENSES**	
2.	Preventive Maintenance	_____	
3.	Repairs	_____	
4.	Tires & Tubes	_____	
5.	Safety Education and Training Program	_____	
6.	Mechanics Wages	_____	
7.	Driver and Helper Wages	_____	
8.	Drivers, Helper and Mechanic Welfare and Pensions	_____	
9.	Fuel & Oil Expenses	_____	
10.	Vehicle Leases	_____	
11.	Other Transportation Expenses	_____	
12.	Rent	_____	
13.	Office Wages and Benefits	_____	
14.	Other Office Expenses	_____	
15.	Legal and Accounting	_____	
16.	Insurance, PL & PD	_____	
17.	Insurance, Workers' Compensation	_____	
18.	Insurance, Cargo	_____	
19.	Depreciation	_____	
20.	Payroll Taxes	_____	
21.	Fuel & Oil Taxes	_____	
22.	Vehicle Registrations	_____	
23.	P.U.C. Fees & Taxes	_____	
24.	Other Taxes & Licenses	_____	
25.	Interest	_____	
26.	Total Expenses (Add Lines 2 through 25)		$ _____
27.	**NET PROFIT (OR LOSS)* (Line 1 minus Line 26)**		$ _____

* If a net loss is shown, please explain how the loss will be paid. If the loss is to be paid out of funds currently available, please complete the verification form.

CERTIFICATION

I (WE) CERTIFY (OR DECLARE), UNDER PENALTY OF PERJURY, THAT THE FOREGOING IS TRUE AND CORRECT AND THAT THE PROPOSED SERVICE WILL BE FINANCIALLY ABLE TO OPERATE SAFELY.

_____ Signature of Individual Applicant, or authorized officer, managing member, or LLP/LP partner

_____ Title

_____ Print Name

_____ Date

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
WORKERS' COMPENSATION DECLARATION FORM

Carrier Name	YOUR FILE NUMBER
	PSG_____ or MTR_____

When you fill out this form, remember that the term "employee" includes clerical persons as well as drivers and any other persons employed in your carrier operations.

If your business is an OUT OF STATE CORPORATION, please note that you are not subject to the workers' compensation laws of California unless you have employees who reside in California. If you have employees who reside in California, check "B" below; if not check "A".

If you employ persons in your carrier operations in any manner that makes you subject to the workers' compensation laws of California, you must promptly file with the Commission a certificate of workers' compensation insurance coverage or a certificate of consent to self-insure issued by the Director of Industrial Relations.

Check one of the following (read both before choosing):

A. ☐ I DO NOT HAVE ANY EMPLOYEES. If I hire employees in the future, I will submit an amended Workers' compensation Declaration Form to the Commission and contact my insurance company at once and have the required certificate of coverage mailed to the Commission. **NOTE TO HOUSEHOLD GOODS APPLICANTS: If you check this box, you must attach a written explanation of how you will conduct operations without employees.**

B. ☐ I DO have employees. (This box also applies to applicants for a permit or certificate who do not now have employees, but will employ workers upon commencement of operations.) I will contact my insurance company and have the required certificate of coverage mailed to the Commission. I understand that the Commission will not issue or reinstate a permit or certificate until it receives my certificate of coverage.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement regarding workers' compensation and that I (we) am (are) able to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: _____

_____
Print Name of Applicant/Officer

_____
Signature of Applicant(s)

_____
Signature of Corporate Officer

_____
Title of Corporate Officer

(Your TNC company name)

SAMPLE

Driver Training Program

In order to become a **(TNC company name)** driver, applicants must complete the application form, background screening and orientation. Following orientation, drivers will complete an in-person ride with a driver trainer.

APPLICATION FORM

Drivers must complete an application form and initial screening via phone or in person interview. During the phone or in person interview applicants will be given an overview of **(TNC company name)** and inform drivers that a background check must be conducted to continue with the application process. Drivers will be initially screened to pass basic qualifications such as:

- At least 21 years of age
- Valid California Driver's License
- Valid Personal Car Insurance

BACKGROUND CHECK

(TNC company name) conducts an independent background check of each candidate who passes the initial screening.

(TNC company name) confirms driver's background check complies with CPUC standards to ensure driver and passenger safety.

No conviction within the **past seven (7) years** of the following:

- Sex offender
- Driving under the influence of drugs and alcohol
- Fraud
- Use of a motor vehicle to commit a felony
- A crime involving property damage
- Theft
- Acts of violence
- Acts of terror

ORIENTATION

Upon passing the background check, **(TNC company name)** applicants attend a one hour in-person or via video conference driver orientation. Drivers will learn about **(TNC company name)**, how to use the app, and safety and support on the road.

- Car Inspection – During the orientation, each driver's car is independently given a 19-point inspection.
- About **(TNC company name)** – Drivers will be given an overview of the **(TNC company name)** and how **(TNC company name)** connects families and drivers.
- Driver Safety – Drivers will watch training videos on safety tips, how to contact support, and be reminded of **(TNC company name)** ZERO TOLERANCE policy for driving under the influence.

I certify the information listed above is true and correct.

_____	_____	_____
Print name and title	Signature	Date

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
VEHICLE INSPECTION DECLARATION FORM

YOUR FILE NUMBER

Carrier Name _____ TCP_____

Pursuant to Decision 16-04-041 Ordering Paragraph 1, all TCP vehicles shall be inspected by a facility licensed by the California Bureau of Automotive Repair: (a) before the vehicle is first introduced into service; and (b) every 12 months or 50,000 miles thereafter, whichever occurs first. The required inspection shall include, at minimum, a 19-point inspection pursuant to Decision 13-09-045 (Reg. Req't. l) and as detailed below:

1. Foot brakes
2. Emergency brakes
3. Steering mechanism
4. Windshield
5. Rear window and other glass
6. Windshield Wipers
7. Headlights
8. Taillights
9. Tum 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 belt for driver and passenger(s)

TCPs shall be responsible for ensuring that each of their vehicles complies with this requirement, and shall maintain records of such compliance for a minimum of three years.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement regarding 19-point vehicle inspections by a facility licensed by the California Bureau of Automotive Repair, and that I (we) am (are) able to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

Date: _____

_____
Print Name of Applicant / Officer

_____
Signature of Applicant(s)

_____
Signature of Corporate Officer

_____
Title of Corporate Officer