



Transportation Enforcement Branch Updates



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Presentation Overview

- Updates on Transportation Network Companies
- Transportation License Section Catch-up Project





Transportation Network Companies - Windows Internet Explorer

CPUC http://www.cpuc.ca.gov/PUC/Enforcement/TNC/

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PUC > [Enforcement](#) > [Transportation Network Companies](#) > Transportation Network Companies



Office of Governor
Edmund G. Brown Jr.
Visit his Website

Public Utilities Commission
505 Van Ness Avenue San
Francisco, CA 94102

Transportation Network Companies

Transportation Network Companies (TNCs) provide prearranged transportation services for compensation using an online-enabled application or platform (such as smart phone apps) to connect drivers using their personal vehicles with passengers.

This webpage provides information for TNCs on how to apply for CPUC permits and other related matters.

If you would like to receive updates whenever we post new information on this subject, we encourage you to sign-up for the RSS feed (click on the orange RSS icon on top of this page).

[TNC Application Form](#)

[Required Reports TNCs Must Provide the CPUC](#)

[Insurance Requirements for TNCs](#)

[Checking DMV Records of TNC Drivers](#)

[CPUC Decision 13-09-045 Adopting Rules and Regulations on TNCs](#)

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San Francisco, CA 94102

TRANSPORTATION NETWORK COMPANIES

- [TNC Application Form](#)
- [TNC Driver DMV Records](#)
- [TNC Insurance Requirements](#)
- [TNC Required Reports](#)





Updates on TNCs (Cont.)

- TNC Action
 - Uber submitted insurance policy
 - Six companies filed Driver Training Program and Accessibility Plan
 - One company filed TNC application
- Applications due by 1/2/2014





Updates on TNCs (Cont.)

- Next Steps
 - Collect and analyze reports from TNCs
 - Identify GO 115 and 157 changes





License Section Catch-up Project

- 60 Days
- Borrowed staff from others units.
Most were higher classifications.
- Increased License Section staffing
from 20 (including 10 temps) to 43





Accomplishments

- Call answered 18% → 78.99%
- Pre-processing of permits backlog 124 → 0
- Permit application processing backlog 1,038 → 940





Accomplishments (Cont.)

- Average age of permit application 70 → 54 days
- Number Vehicle Updates backlog 180 → 0





Accomplishments (Cont.)

- Developed metrics and spreadsheets for monitoring performance
- Developed written protocols/procedures





Recommendations (Cont.)

- Develop on-line fill-in forms
- Create instructional video and multiple languages
- Provide instructions written at 6th grade level on website, application forms, and instructional video posted on-line





Recommendations (Cont.)

- Hold free workshops to walk applicants through the application process in groups
- Explore options to allow staff level approval for some of the permits that currently require a Commission vote





Thank you!
For Additional Information:

www.cpuc.ca.gov/MoveAndRide

