

Betty,

Yes, the information is background on Uber generally.

Those documents provide "colour" and additional information for the items I cover in my 5 minutes: what Uber is, why Uber is safe (background checks on drivers, insurance, vehicle inspections by certified mechanics, etc.) + how >25 jurisdictions at the state and city level in the United States have adopted ridesharing regulations (otherwise known formally as Transportation Network Company regulations) to govern ridesharing offered by Uber, Lyft, Sidecar and other competitors.

I would ask that the City of London take a look at regulating the ridesharing industry (see example of said legislation provided in my background material -- Illinois) to allow for it to operate effectively under separate bylaw. The City of Edmonton passed a motion late last year to have the City administration study ridesharing and report back to Council with a draft ridesharing bylaw for consideration to govern ridesharing in Edmonton.

Chris Schafer
Uber Public Policy Manager - Canada
www.uber.com

WHAT IS UBER?

- Uber is an innovative technology platform that connects drivers and riders via smartphone app
- We offer safe, seamless and reliable transportation connection options at multiple price points
- **Uber partners with municipally licensed drivers; we do not own or operate cars or employ drivers**
- Tens of thousands of Canadians rely on Uber regularly to connect them with drivers, and Uber helps hundreds of drivers earn a better living by connecting them to additional fares
- Uber operates in >300 cities and employs >2000 people in its offices; our investors include Google and other leading global companies

WHY RIDERS LOVE UBER?

FASTER: we provide the fastest response time of any transportation option in Canada
SEAMLESS: automatic transactions, electronic receipts and transparency in pricing
BETTER EXPERIENCE: Uber allows riders to rate their drivers and provides feedback
MORE RELIABLE: we use data to ensure supply matches demand

WHY DRIVERS LOVE UBER

HIGHER INCOME: The Uber technology platform benefits our partners by connecting them to more fares
SAFER WORK ENVIRONMENT: drivers are safer with cashless transactions and secure GPS tracking abilities
INCREASED EFFICIENCY: drivers spend more time with fares and less time waiting to be hailed
GROWING THEIR BUSINESS: many partners have grown their fleets since partnering with Uber

WHY CITIES LOVE UBER?

LOWER CONGESTION AND POLLUTION: Uber makes connecting with drivers easier, which encourages more people to use taxis and limos
INCREASED CHOICE: Uber gives consumers more transportation choices
TOURIST FRIENDLY: the Uber app works across 100+ cities and is frequently used by travelers
PROMOTES INNOVATION: Canada is a progressive, consumer-friendly country that embraces technology and invests in innovation

HOW UBER WORKS

1. Riders select their vehicle type and set their pickup location aided by GPS
2. Riders request a ride and Uber technology immediately notifies the nearest Uber partner



1



2

EXCITING PORTFOLIO OF SERVICES

- UberTAXI Riders can request the nearest taxi using our app; rides are charged at standard taxi meter rates, and a 20% gratuity is set by default and can be adjusted by the rider
- UberBLACK/UberSUV Riders can request the nearest black limo using our app; rides are charged at a base rate, plus time and distance premiums
- UberX/UberXL (currently available in Toronto, Ottawa, and Montreal, Edmonton) Peer-to-peer ride sharing offered by insured drivers who have undergone extensive background scrutiny, are fully insured and are tracked and rated through Uber technology; rides are charged at a base rate, plus time and distance
- UberACCESS (available in Toronto) Wheelchair accessible vehicle option for members of the community with accessible needs who require a ramp or lift.

REGULATORY FRAMEWORK

- Uber's innovative technology and business model are not explicitly regulated by provincial or municipal regulations
- Expensive minimum fares and wait times are anti-consumer and provide no discernable safety benefit
- Many global cities and jurisdictions have shown leadership by updating their regulations to reflect innovation in transportation, including California, Colorado, and Detroit
- Provinces and cities have an opportunity to positively support job creation and innovation by updating regulations to reflect technological changes

UBER'S COMMUNITY INVOLVEMENT

- Uber has partnered with and supported thousands of events in Canadian cities since 2012. We partner with local businesses and BIAs to increase traffic to neighbourhoods; we call it our #NeighbourhoodLove campaign.
- Our #UberSpringCleaning campaign offered free on-demand pickup of Goodwill clothing donations. Uber actively supports anti-drinking and driving initiatives to promote a safer lifestyle

HOW UBER WORKS cont.

3. The driver is given the rider's exact pickup location and phone number; the rider is provided with the driver's information and rating
4. At the end of the ride, the rider exits the car without paying (payment is automatic), rates the driver and immediately receives an electronic receipt



UBERPOOL - THE IDEA

The idea is simple. With UberPool, you share a ride—and split the cost—with another person who just happens to be requesting a ride along a similar route. The beauty, though, is that you still get Uber-style on-demand convenience and reliability: just push the button like before and get a car in five minutes. When we find a match, we notify you of your co-rider's first name.

WHY WE'RE SO EXCITED

While the UberPool idea is simple, the implications are profound. On average, uberX already costs 40% less than taxi. Imagine reducing that cost by up to another 40%! At these price points, Uber really is cost-competitive with owning a car, which is a game-changer for consumers.

This is also a bold social experiment. There's the interaction between riders in an UberPool—should they talk to each other? When is that cool and when is it, well, annoying? We're going to find out how this brave new world of UberPooling works—we'll iterate on this beta product and get it right, because the larger social implications of reducing the number of cars on the road, congestion in cities, pollution, parking challenges... are truly inspiring.

WHEN DO WE LAUNCH?

This is rolling out right now in cities such as San Francisco, New York, and Los Angeles, with more to come.



U B E R

OUR PROMISE SAFETY FROM START TO FINISH

As we prepare for another busy year, we'd like to remind you of our promise: From the moment you go online through your last trip of the day, we're committed to making Uber safe for you and your riders.

HERE'S HOW



NOBODY'S A STRANGER

Uber is a two-way street. You'll see your rider's name before they hop in and they'll see your name, photo, and vehicle information. These details are also available on rider trip receipts and on your partner dashboard.



YOU'RE ALWAYS ON THE MAP

We collect information about your trips, so if anything goes wrong, we can easily determine when and where it happened and make this information available to police and law enforcement when necessary.



RISK-FREE TRANSACTIONS

Uber is cashless, so you never need to worry about driving with money in your car, and you're assured payment for every single trip.



ZERO TOLERANCE

If there's ever an issue or incident, our local support teams have your back. We take inappropriate behavior seriously and will immediately and permanently remove anyone—rider or driver—who behaves inappropriately on the system.

Not only do these policies keep you safe, they protect your business and reputation, and the great service you provide every day.

If you have any questions or suggestions about how we can continue improving safety, email us at safety@uber.com.

— The Uber Team

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Ridesharing (uberX) Legislation Principles

Technological advancement frequently outpaces the legislative process. Regulations drafted in the era before smartphones could not have anticipated future technological innovations. Regulations should protect consumer safety--this is crucial--but, they should not be used to protect industries resistant to change. Simply trying to impose a legacy regulatory framework onto the new sharing economy will not work as it will only burden it with the same problems that technology is now capable of solving.

Ridesharing is a technology-centric model of urban transportation. Ridesharing means that drivers provide transportation with their personal vehicle to passengers in need of a ride, all the while bringing competition and innovation to an industry that has not evolved in years. This competition benefits passengers, drivers, and cities, and dramatically raises the safety, quality, and customer service levels offered by the industry.

As ridesharing has matured, many jurisdictions have worked closely with ridesharing companies to draft ridesharing regulations that ensure the protection of the public, while recognizing the inherent differences between ridesharing and the traditional taxi and limousine industries. Typically, these regulations refer to a ridesharing company as a Transport Network Company (TNC).

Ridesharing regulations are based on the following principles:

1. Mobile technology powers ridesharing.

Passengers use smartphone applications to request a ride on-demand from wherever they happen to be and GPS-based technology assigns the ride to the closest driver. Passengers and drivers use technology to communicate and there is no physical intermediary.

2. Ridesharing - part of the sharing economy - creates economic opportunity from existing assets.

Personal vehicles are among the most under-utilized and resource-intensive assets. Ridesharing makes better use of existing vehicles, while creating flexible economic opportunities for thousands of vehicle owners. In doing so, ridesharing dramatically grows the the number of multiple occupancy rides taken, and decreases congestion and pollution in cities.

3. Ridesharing is not a full-time commercial activity for most drivers.

Drivers use their own personal cars and, in many cases, offer ridesharing services on an ad hoc or part-time basis, when they are not otherwise occupied or using their car for personal travel.

4. Public safety is paramount.

Ridesharing is safer than existing for-hire transportation options. All drivers undergo thorough background screening that meets or exceeds existing industry standards. Similarly, all rides are covered with insurance that meets or exceeds current commercial requirements. Reliable and auditable mechanisms also exist to ensure vehicle standards and customer service levels.

5. Ridesharing does not allow for street hails or anonymous pickups.

Passengers connect securely with drivers virtually through smartphone applications in a safe, monitored environment. Upon receipt of a rideshare request, drivers know who their passenger is and can contact them. Passengers can see who their ridesharing driver is, along with their customer rating, licence plate, and car make and model. Lack of anonymity makes ridesharing inherently safer than traditional for-hire transportation.

6. High quality and standards are enforced through user feedback.

Reputation is important and cannot be faked in the sharing economy. Riders and drivers are prompted to provide anonymous feedback to each other after each trip. This feedback is used to preemptively identify problems and reward good service. Feedback is monitored at all times and is acted upon quickly. Only users with high ratings are permitted to use the system.

7. Ridesharing removes the need for transactions or cash.

At the end of a shared ride, passengers step out of the vehicle and drivers are automatically paid. Smartphone rideshare applications accept credit cards and other forms of electronic payment; they never accept cash which improves the customer experience, reduces traditional taxi crime and eliminates “fare jumping”.

8. Pricing is transparent and responsive.

Pricing is always transparent to rideshare passengers. Riders can access accurate fare estimates before a ride begins. Infrequently, when supply of available ridesharing cars on the road is overwhelmed by demand, pricing can increase to bring more cars on the road. Just like electricity grids, the result is better matching of supply to demand. Riders always have the choice whether to accept or reject higher prices during these periods, and have the option to be notified when the price returns to normal should they wish to wait.

9. Ridesharing technology companies are licensed

The technology companies that power ridesharing are required to obtain licenses under newly created municipal or provincial business categories. Typically, this new category is called a Transport Network Company (TNC). As technology companies, TNCs can operate in a jurisdiction without a physical presence.

10. Ridesharing is constantly evolving

As an emerging economic model for transportation, ridesharing is continually evolving to better serve drivers and riders. Regulatory frameworks that are being applied to ridesharing allow for continued innovation and evolution by regulating safety outcomes and not prescribing business practices. Competition between ridesharing companies increases the choice and level of service offered to drivers and passengers.

TORONTO

UBERX SAFETY IN TORONTO

SEPTEMBER 7, 2014
POSTED BY RACHEL





Our commitment to safety has always been our top priority.

With uberX, we are continuing to innovate by introducing industry-leading safety practices that go above and beyond existing Toronto municipal requirements:

BETTER THAN TAXI BACKGROUND CHECKS

All uberX drivers must pass background checks that are the most stringent in the industry, surpassing Toronto taxi and limo requirements. The screening process we've developed includes both a National Criminal Record Check of federal RCMP databases and searches of local police databases which contain the most comprehensive collection of offence information. Additionally, we screen motor vehicle records for any infractions by type and date.

TORONTO INSURANCE & SAFETY STANDARD COMPARISON

	uberX 	Toronto Taxis 
Criminal Background Check	Yes	Yes
Local Police Check <small>(recent offenses and charges)</small>	Yes	No
Sexual Offenses Background Check	Lifetime	5 years
DUI Background Check	Lifetime	5 years
Traffic Offense Check <small>(serious accidents / reckless driving)</small>	Lifetime	5 years

U B E R

Insurance Coverage	\$5 Million	\$2 Million
No Anonymous Pickups	Yes	No
Share Your ETA <small>(with friends, family, coworkers)</small>	Yes	No
Feedback Requested After Every Ride	Yes	No
24/7 Feedback Review and Response	Yes	No

U B E R

BEST IN CLASS INSURANCE

Every ride on the uberX platform is backed by \$5,000,000 of contingent coverage for bodily injury and property damage to third parties. This means that if, in the event of an accident, a ridesharing partner's own personal insurance does not apply for any reason, passengers, pedestrians, other drivers, and the community at large can rest assured knowing that ridesharing partners remain covered by a robust first-class policy. This coverage is 2.5 times the standard requirement for taxi and limo insurance in Canada and is backed by an A.M. Best A+ (Superior) rated insurance company.

ANONYMOUS FEEDBACK, FULL ACCOUNTABILITY

After every trip, we ask you to rate the driver and provide feedback about your ride – but your comments always remain anonymous to them. We are constantly monitoring feedback to help drivers improve the Uber experience they deliver. Drivers work hard to keep their ratings high, and they know our culture of accountability goes both ways.

VEHICLE STANDARDS THAT RAISE THE BAR

Not just any car can be an Uber. It's a title reserved for safe, high-quality vehicles that are in exceptional condition. In Canada, the average model year for vehicles on our platform is 2009, and none are older than 2005.

NO RANDOM PICKUPS

Making sure you always have a safe, relaxing ride starts before you even get in an Uber. You'll see your driver's name, photo, license plate number, car make and model, and feedback rating when your request is confirmed – so you know who's picking you up ahead of time. And after the trip, you'll still be able to contact the driver in case you leave something behind.

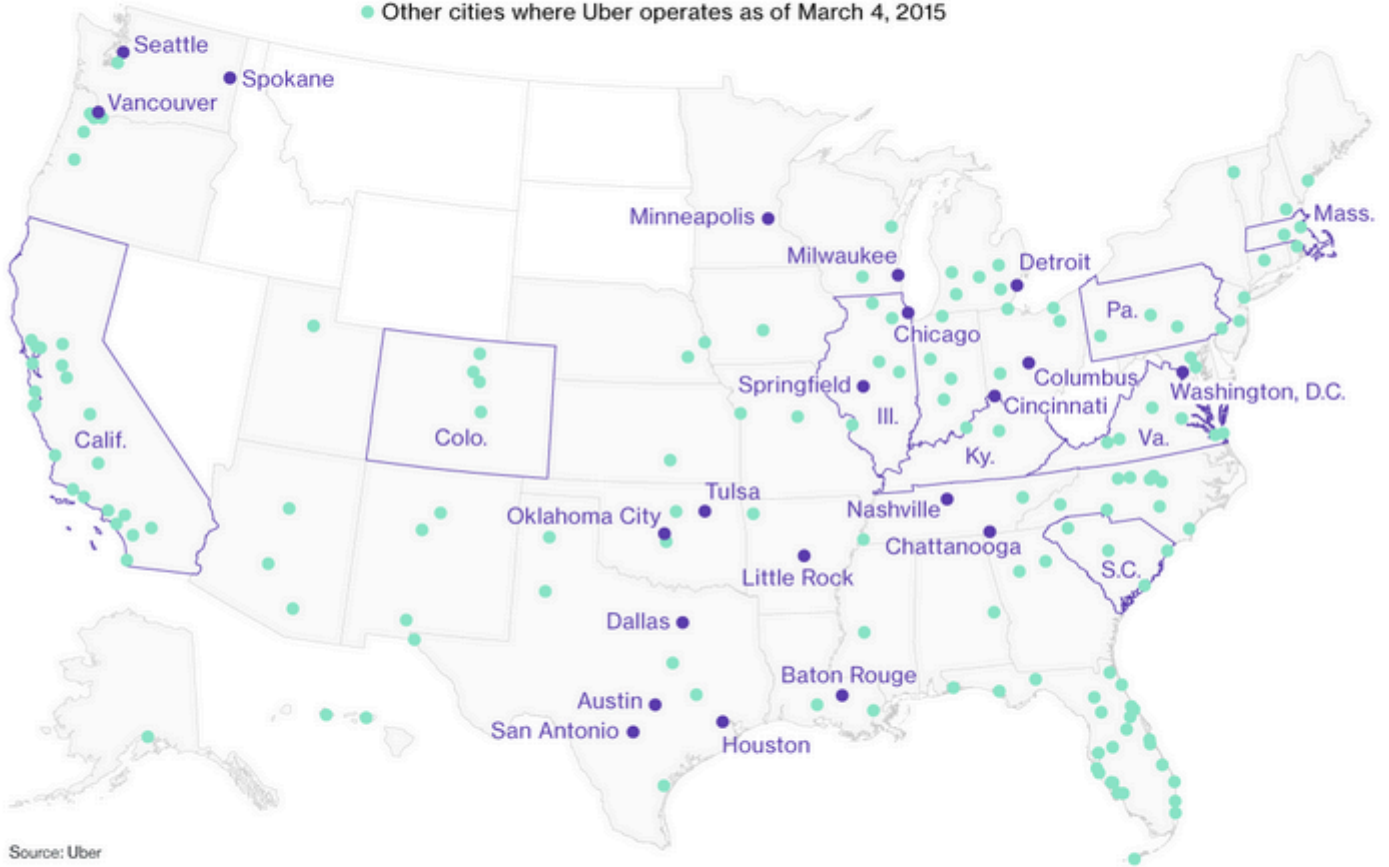
ALWAYS INNOVATING

The bottom line is this: Uber works hard to ensure that we are connecting riders with the safest rides on the road. We'll continue innovating, refining, and working diligently to ensure that Uber is the safest experience on the road.

Uber's U.S. Footprint

Uber operates in about 170 U.S. cities. In the past year, rideshare services have been approved by several states and more than a dozen cities.

- States/cities that approved rideshare services in the past year
- Other cities where Uber operates as of March 4, 2015



Source: Uber

Bloomberg Graphics

Graphic: Alex Tribou/Bloomberg

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[Home](#) > [By Topic](#) > [Advocacy](#)

by the Competition Promotion Branch



Taxi industry's emerging digital dispatch services

OTTAWA, November 25, 2014 — In recent years, the taxi industry has witnessed the emergence of innovative business models that make use of software applications to efficiently connect passengers with available drivers. These services, known as digital dispatch services, allow customers to use their smartphones to locate nearby drivers, conveniently order their services, and arrange payment.

The Competition Bureau is of the view that these innovative business models have the potential to offer important benefits to consumers through more competition, including lower prices, greater convenience and better service quality for a variety of reasons.

First, digital dispatch services offer an innovative and convenient alternative to traditional methods of arranging urban transportation, such as hailing a taxicab on the street or phoning a traditional dispatcher. This is very convenient for consumers.

In addition, many of the new emerging software applications offer additional features, including payment options and Global Positioning System technology to allow consumers to identify nearby available vehicles and tailor their requests accordingly. While early digital dispatch services generally connected passengers to licensed taxicab drivers, some applications are now facilitating “ride sharing” services that connect passengers to private drivers that wish to offer transport services. These innovative applications benefit consumers in the form of greater convenience and better service quality.

The Bureau is aware that many local municipalities have raised concerns that providers of digital dispatch services, as well as the drivers that use these services, may not be in compliance with local regulations and licensing requirements that govern transportation service providers. For example, the cities of Montreal, Calgary and Vancouver recently disallowed ridesharing services, and other municipalities including the cities of Ottawa and Toronto have taken enforcement action against providers of digital dispatch services. The Bureau believes municipalities

should consider whether prohibitions on digital dispatch services and ridesharing applications are necessary and explore whether less restrictive regulations could adequately address their concerns.

In addition, many stakeholders have also raised concerns about consumer protection issues, including safety and privacy concerns. While the Bureau is not well-placed to assess safety concerns, which may well be legitimate, we are able to highlight to regulators what they give up in terms of reduced competition when these innovative offerings are prohibited. In addition, such regulations should be no broader than what is reasonably necessary to achieve consumer protection objectives.

Over the years, the Bureau has received numerous complaints concerning the taxi industry, including would-be drivers being unable to obtain plates, drivers being forced to deal exclusively with one dispatcher, and service complaints concerning wait times and prices.

The Bureau understands that innovation can be disruptive to existing industries. Recent examples include the real estate and banking industries. However, in order to be successful, not only must the innovators have courage, vision, drive and patience, but markets must be receptive to those efforts.

While urban transportation services that use passenger motor vehicles, including taxicabs, have traditionally been closely regulated by municipalities, the many concerns expressed by municipalities, stakeholders and consumers highlight the importance of ensuring that those responsible for the regulatory oversight over licensing and other relevant competitive factors properly consider the impact their rules and policies have on competition and ultimately, on the prices, choices, and service quality available to consumers.

For more information, please read the [submission the Bureau made to the City of Toronto's Taxicab Industry Review](#) in February 2014.

The Competition Bureau, as an independent law enforcement agency, ensures that Canadian businesses and consumers prosper in a competitive and innovative marketplace.

Quick Facts

- As part of its mandate, the Bureau participates in a wide range of activities to promote and advocate the benefits of a competitive marketplace, both in Canada and abroad.
- Greater competition generally leads to lower prices for consumers, as well as more consumer choice, a wider range of service options and increased innovation.

Associated Link

- [Submission by the Commissioner of Competition Provided to the City of Toronto Taxicab Industry Review](#)

The Competition Advocate is published by the Competition Bureau's Competition Promotion Branch. It is published periodically and offers the Bureau's views on industries that may benefit from increased competition.

AN ACT concerning regulation.

**Be it enacted by the People of the State of Illinois,
represented in the General Assembly:**

Section 1. Short title. This Act may be cited as the Transportation Network Providers Act.

Section 5. Definitions.

"Transportation network company" or "TNC" means an entity operating in this State that uses a digital network or software application service to connect passengers to transportation network company services provided by transportation network company drivers. A TNC is not deemed to own, control, operate, or manage the vehicles used by TNC drivers, and is not a taxicab association or a for-hire vehicle owner.

"Transportation network company driver" or "TNC driver" means an individual who operates a motor vehicle that is:

(1) owned, leased, or otherwise authorized for use by the individual;

(2) not a taxicab or for-hire public passenger vehicle;
and

(3) used to provide transportation network company services.

"Transportation network company services" or "TNC services" means transportation of a passenger between points

chosen by the passenger and prearranged with a TNC driver through the use of a TNC digital network or software application. TNC services shall begin when a TNC driver accepts a request for transportation received through the TNC's digital network or software application service, continue while the TNC driver transports the passenger in the TNC driver's vehicle, and end when the passenger exits the TNC driver's vehicle. TNC service is not a taxicab, for-hire vehicle, or street hail service.

Section 10. Insurance.

(a) Transportation network companies and participating TNC drivers shall comply with the automobile liability insurance requirements of this Section as required.

(b) The following automobile liability insurance requirements shall apply from the moment a participating TNC driver logs on to the transportation network company's digital network or software application until the TNC driver accepts a request to transport a passenger, and from the moment the TNC driver completes the transaction on the digital network or software application or the ride is complete, whichever is later, until the TNC driver either accepts another ride request on the digital network or software application or logs off the digital network or software application:

(1) Automobile liability insurance shall be in the amount of at least \$50,000 for death and personal injury

per person, \$100,000 for death and personal injury per incident, and \$25,000 for property damage.

(2) Contingent automobile liability insurance in the amounts required in paragraph (1) of this subsection (b) shall be maintained by a transportation network company and provide coverage in the event a participating TNC driver's own automobile liability policy excludes coverage according to its policy terms or does not provide at least the limits of coverage required in paragraph (1) of this subsection (b).

(c) The following automobile liability insurance requirements shall apply from the moment a TNC driver accepts a ride request on the transportation network company's digital network or software application until the TNC driver completes the transaction on the digital network or software application or until the ride is complete, whichever is later:

(1) Automobile liability insurance shall be primary and in the amount of \$1,000,000 for death, personal injury, and property damage. The requirements for the coverage required by this paragraph (1) may be satisfied by any of the following:

(A) automobile liability insurance maintained by a participating TNC driver;

(B) automobile liability company insurance maintained by a transportation network company; or

(C) any combination of subparagraphs (A) and (B).

(2) Insurance coverage provided under this subsection (c) shall also provide for uninsured motorist coverage and underinsured motorist coverage in the amount of \$50,000 from the moment a passenger enters the vehicle of a participating TNC driver until the passenger exits the vehicle.

(3) The insurer, in the case of insurance coverage provided under this subsection (c), shall have the duty to defend and indemnify the insured.

(4) Coverage under an automobile liability insurance policy required under this subsection (c) shall not be dependent on a personal automobile insurance policy first denying a claim nor shall a personal automobile insurance policy be required to first deny a claim.

(d) In every instance when automobile liability insurance maintained by a participating TNC driver to fulfill the insurance obligations of this Section has lapsed or ceased to exist, the transportation network company shall provide the coverage required by this Section beginning with the first dollar of a claim.

(e) This Section shall not limit the liability of a transportation network company arising out of an automobile accident involving a participating TNC driver in any action for damages against a transportation network company for an amount above the required insurance coverage.

(f) The transportation network company shall disclose in

writing to TNC drivers, as part of its agreement with those TNC drivers, the following:

(1) the insurance coverage and limits of liability that the transportation network company provides while the TNC driver uses a vehicle in connection with a transportation network company's digital network or software application; and

(2) that the TNC driver's own insurance policy may not provide coverage while the TNC driver uses a vehicle in connection with a transportation network company digital network depending on its terms.

(g) An insurance policy required by this Section may be placed with an admitted Illinois insurer, or with an authorized surplus line insurer under Section 445 of the Illinois Insurance Code; and is not subject to any restriction or limitation on the issuance of a policy contained in Section 445a of the Illinois Insurance Code.

(h) Any insurance policy required by this Section shall satisfy the financial responsibility requirement for a motor vehicle under Sections 7-203 and 7-601 of the Illinois Vehicle Code.

Section 15. Driver requirements.

(a) Prior to permitting an individual to act as a TNC driver on its digital platform, the TNC shall:

(1) require the individual to submit an application to

the TNC, which includes information regarding his or her address, age, driver's license, driving history, motor vehicle registration, automobile liability insurance, and other information required by the TNC;

(2) conduct, or have a third party conduct, a local and national criminal history background check for each individual applicant that shall include:

(A) Multi-State or Multi-Jurisdictional Criminal Records Locator or other similar commercial nationwide database with validation (primary source search); and

(B) National Sex Offenders Registry database; and

(3) obtain and review a driving history research report for the individual.

(b) The TNC shall not permit an individual to act as a TNC driver on its digital platform who:

(1) has had more than 3 moving violations in the prior three-year period, or one major violation in the prior three-year period including, but not limited to, attempting to evade the police, reckless driving, or driving on a suspended or revoked license;

(2) has been convicted, within the past 7 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, or theft, acts of violence, or acts of terror;

(3) is a match in the National Sex Offenders Registry

database;

(4) does not possess a valid driver's license;

(5) does not possess proof of registration for the motor vehicle used to provide TNC services;

(6) does not possess proof of automobile liability insurance for the motor vehicle used to provide TNC services; or

(7) is under 19 years of age.

Section 20. Non-discrimination.

(a) The TNC shall adopt and notify TNC drivers of a policy of non-discrimination on the basis of destination, race, color, national origin, religious belief or affiliation, sex, disability, age, sexual orientation, or gender identity with respect to passengers and potential passengers.

(b) TNC drivers shall comply with all applicable laws regarding non-discrimination against passengers or potential passengers on the basis of destination, race, color, national origin, religious belief or affiliation, sex, disability, age, sexual orientation, or gender identity.

(c) TNC drivers shall comply with all applicable laws relating to accommodation of service animals.

(d) A TNC shall not impose additional charges for providing services to persons with physical disabilities because of those disabilities.

(e) A TNC shall provide passengers an opportunity to

indicate whether they require a wheelchair accessible vehicle. If a TNC cannot arrange wheelchair-accessible TNC service in any instance, it shall direct the passenger to an alternate provider of wheelchair-accessible service, if available.

(f) If a unit of local government has requirements for licensed chauffeurs not to discriminate in providing service in under-served areas, TNC drivers participating in TNC services within that unit of local government shall be subject to the same non-discrimination requirements for providing service in under-served areas.

Section 25. Safety.

(a) The TNC shall implement a zero tolerance policy on the use of drugs or alcohol while a TNC driver is providing TNC services or is logged into the TNC's digital network but is not providing TNC services.

(b) The TNC shall provide notice of the zero tolerance policy on its website, as well as procedures to report a complaint about a driver with whom a passenger was matched and whom the passenger reasonably suspects was under the influence of drugs or alcohol during the course of the trip.

(c) Upon receipt of a passenger's complaint alleging a violation of the zero tolerance policy, the TNC shall immediately suspend the TNC driver's access to the TNC's digital platform, and shall conduct an investigation into the reported incident. The suspension shall last the duration of

the investigation.

(d) The TNC shall require that any motor vehicle that a TNC driver will use to provide TNC services meets vehicle safety and emissions requirements for a private motor vehicle in this State.

(e) TNCs or TNC drivers are not common carriers, contract carriers or motor carriers, as defined by applicable State law, nor do they provide taxicab or for-hire vehicle service.

Section 30. Operational.

(a) A TNC may charge a fare for the services provided to passengers; provided that, if a fare is charged, the TNC shall disclose to passengers the fare calculation method on its website or within the software application service.

(b) The TNC shall provide passengers with the applicable rates being charged and the option to receive an estimated fare before the passenger enters the TNC driver's vehicle.

(c) The TNC's software application or website shall display a picture of the TNC driver, and the license plate number of the motor vehicle utilized for providing the TNC service before the passenger enters the TNC driver's vehicle.

(d) Within a reasonable period of time following the completion of a trip, a TNC shall transmit an electronic receipt to the passenger that lists:

- (1) the origin and destination of the trip;
- (2) the total time and distance of the trip; and

(3) an itemization of the total fare paid, if any.

(e) Dispatches for TNC services shall be made only to eligible TNC drivers under Section 15 of this Act who are properly licensed under State law and local ordinances addressing these drivers if applicable.

(f) A taxicab may accept a request for transportation received through a TNC's digital network or software application service, and may charge a fare for those services that is similar to those charged by a TNC.

Section 35. The Ridesharing Arrangements Act is amended by changing Section 2 as follows:

(625 ILCS 30/2) (from Ch. 95 1/2, par. 902)

Sec. 2. (a) "Ridesharing arrangement" means the transportation by motor vehicle of not more than 16 persons (including the driver):

(1) for purposes incidental to another purpose of the driver, for which no fee is charged or paid except to reimburse the driver or owner of the vehicle for his operating expenses on a nonprofit basis; or

(2) when such persons are travelling between their homes and their places of employment, or places reasonably convenient thereto, for which (i) no fee is charged or paid except to reimburse the driver or owner of the vehicle for his operating expenses on a nonprofit basis, or (ii) a fee is charged in

accordance with the provisions of Section 6 of this Act.

(b) "For-profit ridesharing arrangement" means a ridesharing arrangement for which a fee is charged in accordance with Section 6 of this Act, and does not include transportation network company services under the Transportation Network Providers Act.

(Source: P.A. 83-1091.)

IN THEIR OWN WORDS

PARTNERS FROM ACROSS THE COUNTRY SHARE THEIR EXPERIENCE



"My father drove taxi for over 48 years in Ottawa. Turns out the acorn doesn't fall far from the tree, as my father loved his work, I as well truly enjoy meeting people, talking to them and providing a valuable service to them. What I love about Uber is that the system is simply the best system I have ever seen when it comes to a driving service, it is nice to be a part of."

JEFF / OTTAWA, ON

"I am a recent Business Administration graduate, passionate about helping people live easier lives. Which is why, professionally I work with LegalShield. I've connected with so many awesome Torontonians and I now know my way around the city a lot more effectively. Everyone I talk to loves it and is comfortable using the Uber platform."

JAMES / TORONTO, ON



"Currently I am a full-time Medical laboratory technician/assistant. I started working as an uberX driver from day one in Edmonton. I think uberX is the future of how taxis would be defined and used. I just wanted to be part of new beginning in our city to provide excellent reliable alternative transport option to the public."

ABDIREZAK / EDMONTON, AB

"I was looking for something that would allow me to earn money, interact with people and fill in spaces in my day that would feel rewarding and give me joy. I also do not want to put myself on someone else's schedule. I want to have the freedom to take off and travel, do what I want to do, when I want to do it! Uber is that for me!"

ESTHER / TORONTO, ON



"I was looking for something to supplement my income, that was safe, fun and lucrative. It has helped me to develop more confidence in myself; the power to manage my life is exhilarating! Being able to decide when I work and how much I make, is very empowering and freeing, especially in an industry that is male dominated."

RACHEL / TORONTO, ON

"When I lost my job in November I was equally panicked about my loss of stability and excited that I'd have an opportunity to pursue my dreams more seriously. Driving for Uber was the final thing that convinced me that I could be the master of my own destiny."

RYAN / EDMONTON, AB



"The Canadian Armed Forces has always bestowed teamwork amongst us. I am honoured to be connected to the True Patriot Love foundation. Canada is a huge country and I understand how important it is for people to move around. I am privileged that I can help my fellow Canadians (and tourists alike) get around. It's with great pride that I was able to serve my country in uniform and now, with uberFORCES. Go Canada—Go Uber!"

GLEN / OTTAWA, ON