

**CITY OF NORMAN, OKLAHOMA**

**CITY COUNCIL COMMUNITY PLANNING AND  
TRANSPORTATION COMMITTEE AGENDA**

**Municipal Building Conference Room  
201 West Gray**

**Monday, November 24, 2014**

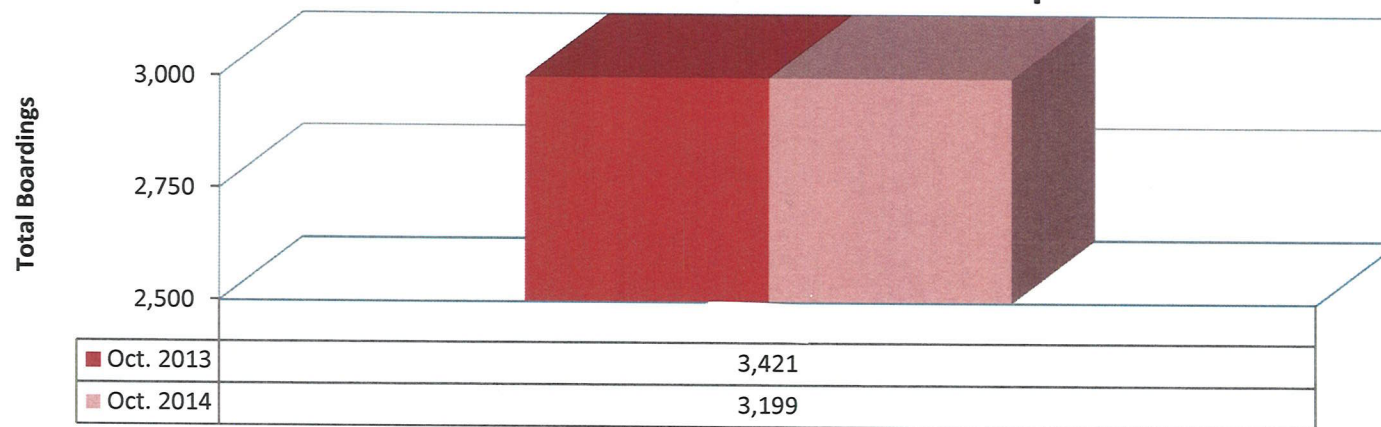
**5:00 P.M.**

- 1. CART RIDERSHIP REPORT INCLUDING SAFERIDE AND  
EXTENDED SERVICE FOR THE MONTH OF OCTOBER, 2014.**
- 2. DISCUSSION REGARDING TRANSPORTATION NETWORK  
COMPANIES SUCH AS UBER AND LYFT IN RELATION TO THE  
CITY OF NORMAN PUBLIC TRANSPORTATION ORDINANCE.**
- 3. MISCELLANEOUS PUBLIC COMMENTS**

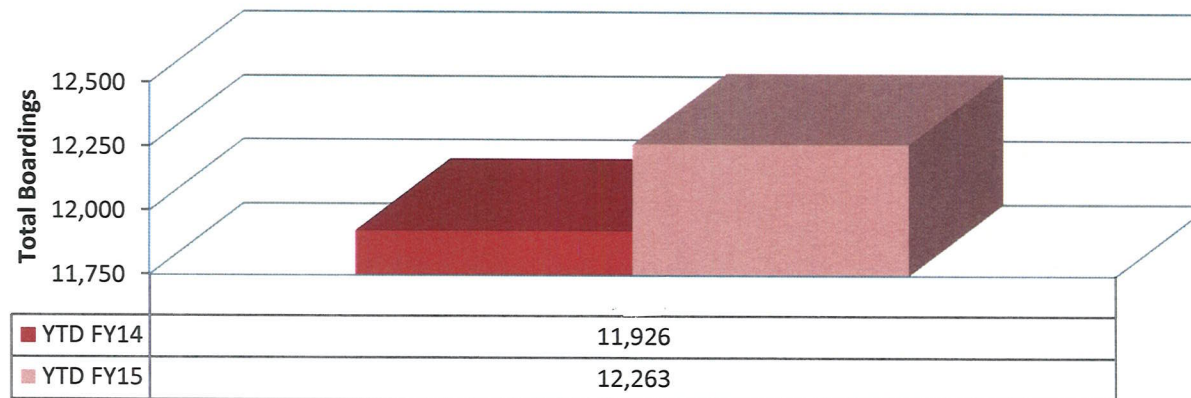
## **Item 1**

# **CART RIDERSHIP REPORT**

## October 2014 CARTaccess Total Ridership

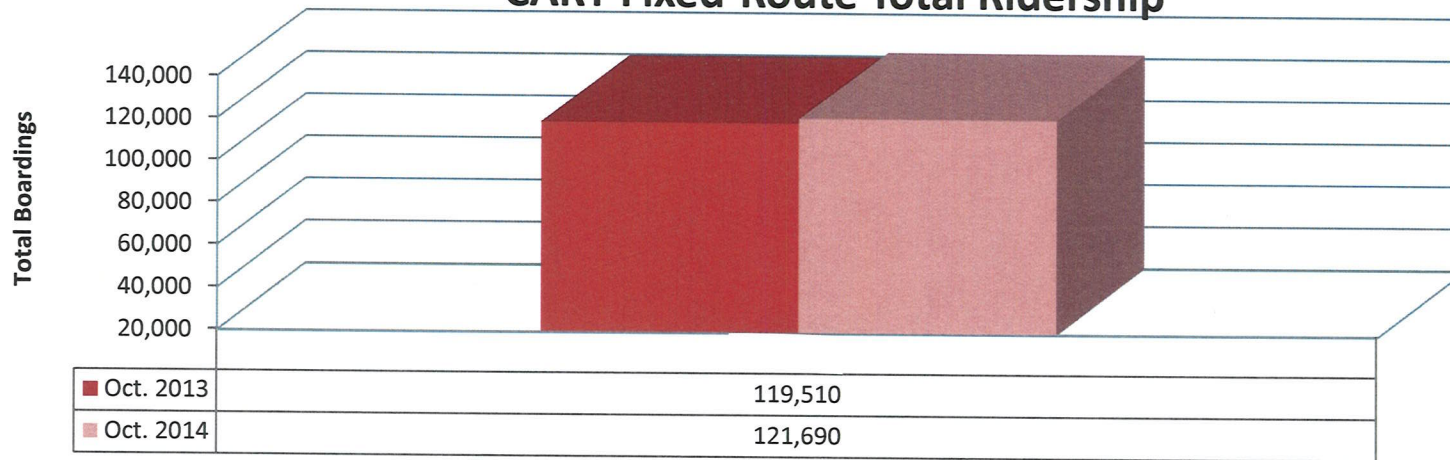


## July 2014 - October 2014 (Year-to-Date FY15) CARTaccess Total Ridership

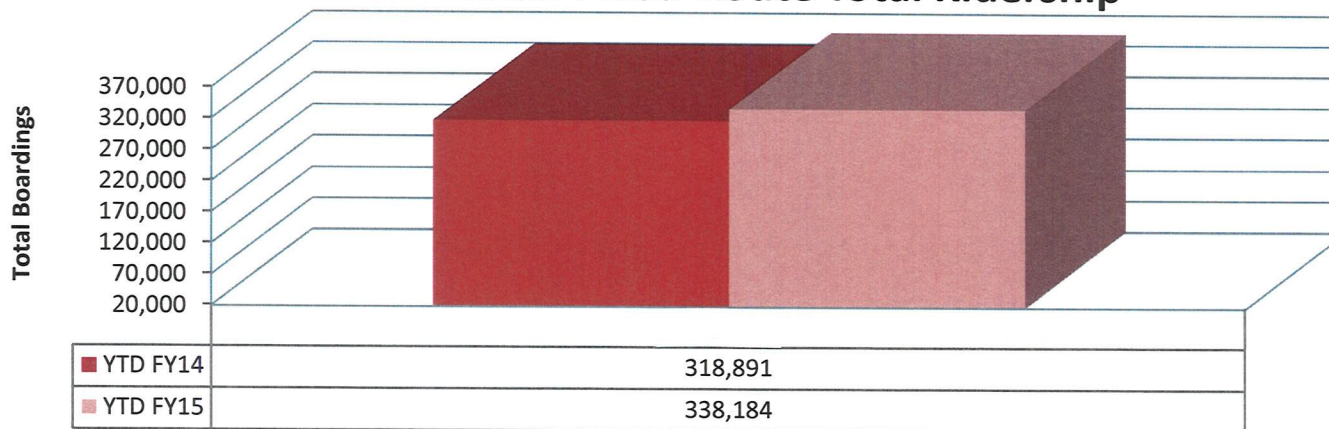


CARTaccess	Oct. 2013	Oct. 2014	% Change	CARTaccess	YTD FY14	YTD FY15	% Change
Monthly	3,421	3,199	-6%	Annual Total	11,926	12,263	3%

## October 2014 CART Fixed-Route Total Ridership



## July 2014 - October 2014 (Year-to-Date FY15) CART Fixed-Route Total Ridership



CART Fixed Route	Oct. 2013	Oct. 2014	% Change	CART Fixed Route	YTD FY14	YTD FY15	% Change
Monthly Total	119,510	121,690	2%	Annual Total	318,891	338,184	6%

FY14: July 1, 2013 - June 30, 2014

FY15: July 1, 2014 - June 30, 2015

**Community Planning & Transportation Committee**  
**CART Monthly Report**  
**October 2014**

**Ridership Report Summary**

**CART**

- Starting January 12, 2015, CARTaccess riders will be able to ride fixed route free when showing their ADA card.
- CART transported 119,510 riders in October -- an average of 5,099 riders daily. Ridership for October 2014 was up 2% over October 2013.
- For FY15 (July – October 2014), CART transported 338,184 riders – an increase of 6% over the same period in 2013.
- Ridership is up from last year on Lindsey East and West, Alameda/East Norman, and Main Street.
- With the route change on the Research Route, some Apartment Loop riders are now using the Research route. When combined, ridership is up slightly on these 2 routes.
- In October 502 CART riders traveled with their bicycles and 66 using wheelchairs. Lindsey East continues to carry the most bicycles (162) and Main and Alameda carry the most wheelchairs (36 and 26, respectively).

**CARTaccess**

- CART transported 3,199 CARTaccess riders in October – an average of 123 riders daily. This is a decrease from October of 2013 – down 6%. However, year to date, CARTaccess trips have increased 3% over the same period last year.
- Zone 2 trips continue to decline. Comparing July through October in 2013 and 2014 - Last year nearly 12% of all CARTaccess trips were to/from Zone 2. This year, that percentage has dropped to 9%.
- CART has produced large print maps to assist CARTaccess customers who ride fixed route buses.

**Marketing/Outreach efforts**

- The OU Student Government Association held the 1<sup>st</sup> OU “Turn Up for Transit” event October 29 on the South Oval and October 30 at Oklahoma Memorial Union. CART attended to support the SGA and to help provide information about alternative transportation choices: CART bus service, carpooling (Get Around OK), walking and bicycling.
- Fill the Trolley event will be held December 2 and 3. CART delivered boxes to nearly 50 departments on the OU campus for this special event to collect toys for the Cleveland County Christmas Store.

**Grant Activity**

Air Quality Awareness Grant. CART is working with OU to identify locations on OU campus for 15 bicycle racks and 2 repair stations. CART is also working with the City of Norman on the location for one additional repair station. One possible location is the City Municipal Complex. The air quality grant is \$8,098 with a 20% match of \$2,025. The total project budget is \$10,123.

**Operator Award**

Every year the Oklahoma Transit Association (OTA) holds a Transit Driving Roadeo competition to promote safe driving practices. This year Connie Bratt, a new CART operator and safety supervisor, placed in three out of four competition categories and won 1<sup>st</sup> place in the Pre-Trip Inspection and Wheelchair Securement competitions.

## **Item 2**

# **TRANSPORTATION NETWORK COMPANIES**



# office memorandum

DATE: November 18, 2014

TO: Council Community Planning and Transportation Committee

FROM: Brenda Hall, City Clerk

SUBJECT: Public Transportation - Transportation Network Companies

## BACKGROUND

The City Clerk's Office has received various complaints that companies such as Uber and Lyft are providing transportation services within the city limits of Norman without having the proper licenses. These companies are digital based companies that operate through a smartphone application. The application connects people who need rides with drivers. Staff has met with representatives of Uber to discuss Norman's regulations relative to public transportation and to obtain information about Uber's business model, but has been unsuccessful in speaking with representatives from Lyft.

## CURRENT PUBLIC TRANSPORTATION REGULATIONS

The City of Norman's current regulations for public transportation are outlined in Chapter 13, Article XX, of the Code of Ordinances of the City of Norman. The regulations stipulate that no person shall operate a taxicab, motorbus, or limousine service without obtaining a license.

City of Norman regulations for taxi cabs, motorbuses and limousines require specific levels of insurance; inspections of the vehicles; submittal and posting of rates; proof of ownership of vehicle(s); and annual financial reports. Norman currently has three taxicab companies licensed for a total of 16 cabs.

Under Norman's ordinance, individual drivers are also required to have a permit issued by the Police Department. Regulations limit the number of traffic violations, misdemeanor convictions, and felony convictions within a specific time period. The ordinance further prohibits the issuance of a driver permits for certain types of felony convictions within a specific time period.

## TRANSPORTATION NETWORK COMPANY

The term Transportation Network Company (TNC) was developed and defined by the California Public Utilities Commission as 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. Many of the TNCs originated in California and have expanded across the U.S. TNCs include companies such as Uber, Lyft, and Sidecar, to name a few.

Uber, a San Francisco based company, operates in over 200 cities in 45 countries. Uber is a technology company whose smartphone application connects people who need a ride with a driver. Lyft is also a San Francisco based company that currently operates in over 60 cities and 30 states. Both Lyft and Uber are currently operating in Norman.

California was the first state to regulate ridesharing companies a/k/a TNCs and after a year-long process, the final promulgation of the rules were issued in September 2013. The regulations require TNCs to obtain a license; maintain a minimum of \$1 million in insurance; conduct vehicle inspections; implement driver training programs; maintain a “zero tolerance” policy on drugs and alcohol; and conduct criminal background checks.

Since that time many cities across the U.S. have adopted local ordinances regulating TNC activities. Some cities that have adopted ordinances include Austin and Houston, Texas; Baton Rouge, Louisiana; Seattle, Washington; and most recently both Oklahoma City and Tulsa. The state of Colorado also enacted legislation in June 2014 regulating TNCs.

#### COMPARISON

Most cities, including Norman, require taxicab companies to obtain licenses to operate and regulate items such as insurance, driver permits, inspections, reporting, etc. In the past, TNCs have argued they are exempt from taxicab requirements because they are only providing a marketplace for transportation activities and not actually employing drivers or maintaining automobiles. During the promulgation of rules by the California Public Utilities Commission, that position was rejected stating the method by which information is communicated or the transportation service arranged does not change the underlying nature of the transportation service being provided.

The major differences between traditional taxicab companies and TNCs are ownership of the vehicles and method of operation. TNC drivers use their personal vehicles and their riders have registered to participate with the individual companies who provide these services via a smartphone app. TNC drivers are prohibited from picking up street hails. A detailed comparison of requirements from some of the cities who have adopted local ordinances is attached for your review as well as a comparison of criteria used by Uber and Lyft for their business models.

Staff is seeking input from the CP&T Committee as to whether the City’s current regulations should be modified to allow for the licensing of TNCs under their current business models or require TNCs to follow the regulations as currently written for a taxicab, motorbus or limousine service to operate in Norman. The purpose of establishing guidelines for TNCs is not to discourage innovation or the services TNCs provide, but rather to assess public safety risks and ensure that the safety of the public is not compromised in the operation of these business models.

attachments  
Norman Public Transportation Ordinance  
Comparison of Cities Regulations  
Information on Uber  
Information on Lyft



**ARTICLE XX. - PUBLIC TRANSPORTATION**

## FOOTNOTE(S):

--- (14) ---

**Cross reference—** Traffic regulations, Ch. 20; discrimination in public accommodations, § 7-106.**Sec. 13-2001. - License required.**

- (a) *Operator of service.* No person shall operate a taxicab, motorbus or limousine service without having previously obtained a license as provided in this chapter, unless such person holds a permit or license issued by the Oklahoma Corporation Commission for intercity travel, and, in that event, such person shall not fall within this article unless such person also transports intracity; that is, from points within the City of Norman to points also within the City of Norman, and, in that case, this article shall apply as to the intracity operation. No person who has been convicted of a felony within the prior ten-year period to application for a license shall be issued a license to operate a taxicab, motorbus, or limousine service. Applications of persons previously convicted of murder, manslaughter, kidnapping, robbery, rape, arson, burglary, and grand larceny, as defined by state and federal law, shall be reviewed by a review board to determine fitness to hold a license to operate a taxicab, motorbus, or limousine service. The Review Board shall consist of a representative of the Police Department, a representative of the City Attorney's Office, and the City Clerk.
- (b) *Driver.* No person shall drive a taxicab, motorbus or limousine without having previously obtained a license as provided in this chapter, unless such person holds a permit or license issued by the Oklahoma corporation Commission for intercity travel, and, in that event, such person shall not fall within this article if the person transports from points outside the city of Norman to points within the City of Norman. If such person also transports intracity; that is, from points within the City of Norman to points also within the City of Norman, this article shall apply as to the intracity and, if such person transports from points originating inside the City of Norman to points outside the City of Norman, this will fall within this article. No person shall be issued a license to drive a taxicab, motorbus, or limousine if they have:
- (1) More than three (3) moving or hazardous traffic violations within the prior twelve-month period to application for a license;
  - (2) A conviction for driving under the influence of intoxicating substances or a plea to reduced charges of driving under the influence within the prior five-year period to application for a license;
  - (3) A misdemeanor conviction involving a violent crime where physical force is exerted so as to cause damage, abuse or injury to persons or property within the prior five-year period to application for license; or
  - (4) A felony conviction within the prior five-year period to application for a license, unless it is a conviction for the crime of murder, manslaughter, kidnapping, robbery, rape, arson, burglary, or registered sex offenders, as defined by state and federal law. Applications of person previously convicted of murder, manslaughter, kidnapping, robbery, rape, arson, burglary, or registered sex offenders shall be ineligible to apply for a license under this section.

- (c) *Services to be rendered.* All persons engaged in the taxicab business in the City operating under the provisions of this chapter shall render an overall service to the public desiring to use taxicabs.
- (1) Licensees shall maintain a central place of business and keep the same open twenty-four (24) hours a day for the purpose of receiving calls and dispatching cabs.
  - (2) They shall answer all calls received by them for service inside the corporate limits as soon as they can do so; and if the services cannot be rendered within a reasonable time, they shall immediately notify the prospective passengers how long it will be before the call can be answered and give the reason therefor.
  - (3) Any holder who refuses to accept a call based on race, color, religion, ancestry, sex, national origin, age, place of birth, handicap, or familial status anywhere in the corporate limits at any time when such holder has available cabs, or who fails or refuses to give overall service, shall be deemed a violator of this section; and the license granted to the holder shall be revoked at the discretion of the City Clerk.
  - (4) Any taxi receiving operating subsidies from the City or other State or Federal funds must have at least one (1) vehicle in their fleet which is accessible to all riders, regardless of any disability, including mobility disabilities. In addition to meeting the accessibility requirements, offices must provide assurances that staff have access to and are trained in the use of a TDD/TTY or in the use of the Oklahoma Relay system. Furthermore, the drivers, owners of the cab companies, and their staff(s) must receive ADA training to provide the best service to their passengers. This training should include appropriate communication skills (such as "People First" language), how to handle and store passengers' mobility equipment, working with service animals and how to use a lift and/or ramp system on vehicles so equipped.
- (d) *License application.* Each application for a license required by the provisions of this article shall contain the following information and shall be updated annually:
- (1) The name and address of the applicant;
  - (2) The financial status of the applicant, including the amount of all unpaid judgments against the applicant, and the nature of the transactions or actions giving rise to the judgments;
  - (3) The experience of the applicant in the transportation of passengers;
  - (4) Any facts which the applicant believes tend to prove that public convenience and necessity require the granting of a license;
  - (5) The number of vehicles that the applicant desires to operate;
  - (6) Evidence showing the ownership of all vehicles to be operated;
  - (7) Make, model, year, body type and physical condition of all vehicles to be operated;
  - (8) The color scheme or insignia to be used to designate the vehicle or vehicles of the applicant; and
  - (9) A schedule showing the passenger fares to be charged including the distance of the first charge and rate per mile or fraction thereof.

(Ord. No. 0-7475-8; Ord. No. 0-8586-6; Ord. No. 0-8586-71; Ord. No. 0-9697-10; Ord. No. 0-9900-57, § 1; Ord. No. 0-0405-38, § 1; Ord. No. 0-0607-15, § 1)

### **Sec. 13-2002. - Drivers.**

- (a) No person shall drive a taxicab, motorbus, or limousine without having a valid chauffeur's license issued by the State of Oklahoma. Every applicant for a taxicab license must possess a class A, B, or C commercial license or class D license.

- (b) No persons driving a taxicab, motorbus, or limousine shall while on duty:
  - (1) Consume any alcoholic beverage or other intoxicating substance;
  - (2) Smoke while transporting a passenger or in the vehicle at any time;
  - (3) Solicit prospective passengers from a location other than the driver's compartment of the taxicab when it is parked immediately adjacent to the curb or the immediate vicinity of the vehicle for hire or in a way that annoys or obstructs the movement of a person;
  - (4) Interfere with the proper and orderly access to or egress from any public gathering;
  - (5) Admit another passenger without the consent of any existing passenger;
  - (6) Deliver any passenger to his designation except by the most direct route; and
  - (7) Charge and collect more fare than set by the license holder in the application for the license, on file in the City Clerk's Office, and posted on the exterior and interior of the vehicle.
- (c) A license identification card shall be required in a form issued by the Chief of Police or his designee. It shall contain the following:
  - (1) A picture of the driver affixed in such a manner that another picture cannot be substituted therefor without detection;
  - (2) The driver's name, license number and card number; and
  - (3) The expiration date of the license.
- (d) Revocation and suspension authorized; grounds.
  - (1) A driver's license issued under this division may be revoked or suspended by the Chief of Police or his designee for any of the following reasons:
    - a. Conviction, excluding traffic violations, of any federal law, state law, or municipal ordinance;
    - b. Operating a taxicab, limousine, or motorbus while under the influence of any intoxicating substance;
    - c. Leaving the scene of an accident;
    - d. Failure to make full report of an accident to the Police Department within twenty-four (24) hours of the time of occurrence;
    - e. Permitting any other person to use his license;
    - f. Obliterating or erasing any official entry on his license identification card;
    - g. Conviction of a second traffic violation during any license year; and
    - h. Misrepresentation of any material facts by a driver in his application for license.
  - (2) No person whose license has been revoked shall be eligible to receive a new license until one (1) year from the date of such revocation.
  - (3) The provisions of this section are supplementary to penalties otherwise provided.

(Ord. No. 0-7475-8; Ord. No. 0-8586-22; Ord. No. 0-0405-38, § 2)

### **Sec. 13-2003. - Insurance.**

No license shall be issued under this section until the owner or operator has filed with the City Clerk proof that a policy of insurance has been issued to the applicant by an insurance company authorized to do business in the State. That policy must provide liability insurance coverage for each and every vehicle to be operated by the applicant, with a liability coverage of not less than one hundred thousand dollars (\$100,000.00) for the injury or death of any one (1) person, three hundred

thousand (\$300,000.00) for the injury or death of any number of persons in one (1) accident, and with coverage of at least fifty thousand dollars (\$50,000.00) for property damage in any one (1) accident. The insurance coverage shall be effective whether the vehicle was, at the time of the accident, being driven by the owner, his agent, employee, lessee or licensee. The policy also shall provide that it cannot be canceled until ten (10) days' notice of such cancellation shall have been filed with the City Clerk by the insurance company or the licensee. If the policy is canceled and the applicant fails to provide, within ten (10) days, another policy of insurance complying with the provisions hereof, the license issued for the operation of the vehicle or vehicles covered thereby shall automatically become void and of no effect. No renewal of the policy of insurance shall be required by reason of the substitution of one (1) vehicle for another in service; provided such substitution does not invalidate the policy of insurance; and provided further that a statement in writing is filed with the City Clerk giving the name, serial number, engine number and body type of the vehicle being placed in service, and also of the vehicle being retired. The policy of insurance shall be for a period of not less than one (1) year, and a new policy shall be furnished at the expiration of any existing policy if the operation of the vehicle covered thereby is to be continued. If for any reason the policy of insurance shall terminate, lapse or become void or ineffective, the license on such vehicle insured thereunder shall automatically become void and of no effect unless a new policy is provided or the existing policy is reinstated in full within ten (10) days from the date the policy lapses, terminates or becomes ineffective.

(Ord. No. 0-7475-8; Ord. No. 0-8586-83; Ord. No. 0-9495-18; Ord. No. 0-0405-38, § 3)

**Secs. 13-2004, 13-2005. - Reserved.**

**Editor's note—**

Ord. No. 0-0405-38, §§ 4, 5, adopted Feb. 22, 2005, deleted §§ 13-2004 and 13-2005 () in their entirety. Former §§ 13-2004 and 13-2005 () pertained to railroads: speed limits and street obstructions, and derived from Ord. No. 0-7475-8.

**Sec. 13-2006. - Reports.**

- (a) Every owner or operator of a taxicab, motorbus or limousine service shall submit an annual operating report to the City Clerk by February 1 of each year. In addition every holder of a license required by this chapter shall keep accurate records of receipts from operations, expenses, capital expenditures and such other operating information as may be required by the City Clerk. Each holder shall maintain the records containing such information and other data required by this section at a place readily accessible for examination by the Police Department. All such records shall be kept for at least two (2) years following the current calendar year.
- (b) *Manifests.* Every driver shall maintain a daily manifest upon which is recorded all trips made each day, showing the time and place of origin and destination of such trip and the amount of fare. All such completed manifests shall be returned to the owner by the driver. The forms for each manifest shall be furnished to the driver by the owner and shall be the form approved by the City Clerk. Every holder of a licensed company shall preserve all drivers' manifests in a safe place for at least two (2) years following the current calendar year, and the manifests shall be available to the Police Department at all times.

(Ord. No. 0-7475-8; Ord. No. 0-0405-38, § 6)

**Sec. 13-2007. - Stands.**

- (a) Each cabstand, motorbus and limousine stop designated by the City shall be appropriately marked

by signs erected by the City.

- (b) No person shall park any vehicle at such stands or stops other than a taxicab, motorbus or limousine which is in charge of its driver who is awaiting a fare.

(Ord. No. 0-7475-8; Ord. No. 0-0405-38, § 7)

**Sec. 13-2008. - Rates; posting; overcharging.**

- (a) No person shall maintain and operate any taxicab engaged in the business or occupation of conveying passengers for hire within the City without posting on the outside on each side of the vehicle and also within the taxicab, in a conspicuous place and in view of the passengers to be conveyed, the rates to be charged for service. The rates posted on the inside shall be printed on a card, the letters and figures to be not less than one (1) inch bold-faced, sans serif type, giving the rates and distances for which the rates apply. The rates shall be filed with the City Clerk prior to the effective date of the rates or change thereof.
- (b) No person shall receive, charge or collect any fares for transporting passengers within the City greater than the rate posted with the City Clerk.
- (c) It shall be unlawful for any owner or driver to operate any taxicab in the City unless and until such vehicle is equipped with a taximeter, and it shall be the duty of every owner operating a taxicab to maintain such taximeter in good serviceable condition so that it will at all times correctly indicate the correct change for the distance traveled and waiting time. The City Clerk or her designee is hereby authorized at her instance, or upon complaint of any person, to investigate or cause any taximeter to be investigated, and upon discovery of any inaccuracy in such taximeter, to suspend the permit for operation of the taxicab in which it was installed, until proof has been provided that such taximeter has been correctly adjusted with the date of adjustment noted.
- (d) The driver of any taxicab shall, upon demand by the passenger, give to such passenger a receipt for the amount charged on which shall be the name of the owner and date of transaction.
- (e) No person shall maintain and operate any taxicab engaged in the business or occupation of conveying passengers under contract within the City without posting on the outside on each side of the vehicle and also within the taxicab, in a conspicuous place and in view of the passengers to be conveyed, that the taxicab in "Under Contract-Not for Hire." The letters to be not less than one (1) inch bold-faced, sans serif type. The City Clerk shall be advised of the effective date of the not for hire taxicab.

(Ord. No. 0-7980-52; Ord. No. 0-0405-38, § 8; Ord. No. 0-0607-15, § 2)

**Sec. 13-2009. - Vehicles.**

- (a) Every taxicab operated under the terms of this chapter may be painted in a color scheme as desired by the holder of the license and as described in the application. All taxicabs, whether painted in a particular color scheme or not, shall have the following information painted on them in lettering that shall be at least two (2) inches in height, and shall be of such color as will contrast distinctly with the color of the body of the taxicab:

The name of the owner or trade name and the word "taxicab," if not appearing in the trade name, and the serial body number corresponding to the metal license identification plate shall be on each side and on the rear exterior of the taxicab and shall cover a space no less than ten (10) inches by twelve (12) inches. In addition, any company whose primary business is not in Norman must include an identifier that adds the primary City of business to the company name, i.e. Yellow Cab OKC.



- (b) Every vehicle operating under this chapter shall be kept in a clean and sanitary condition, including the trunk, and the upholstery and headliner in good repair.
- (c) Vehicles are to meet standards before any license is issued. All vehicles to be licensed and used as taxicabs, limousines, or motorbuses shall be inspected annually by City of Norman Fleet Maintenance Division according to a checklist and at a fee to be set administratively. All such vehicles shall have as standard equipment and in good operating condition:
  - (1) Four-wheel brakes;
  - (2) Parking brake;
  - (3) Front and rear bumpers, all trim and matching hubcaps;
  - (4) Heater, defroster, and air conditioner;
  - (5) Right and left side and interior rear view mirrors;
  - (6) Speedometer, exposed to view, and maintained in accurate operating condition;
  - (7) Windshield wipers;
  - (8) Tires with a minimum of 2/32-inch tread;
  - (9) Factory-recommended shock absorbers;
  - (10) Turn signals;
  - (11) Taximeter;
  - (12) All door and window glass shall be safety glazed glass equal to manufacturer's standard specifications; and
  - (13) Placards as required by ordinance.

(Ord. No. 0-0405-38, § 9)

**Sec. 13-2010. - Enforcement.**

Any person violating any provision of this article shall, upon conviction thereof, be punished in accordance with section 13-112 () of the Code of the City of Norman.

(Ord. No. 0-0405-38, § 10)

COMPARISON OF ORDINANCES FOR TRANSPORTATION NETWORK COMPANIES

	A	B	C	D	E	F
1		<b>Norman</b> <i>current regulations for taxicabs, motorbuses &amp; limousines</i>	<b>Oklahoma City</b>	<b>Tulsa</b>	<b>Austin</b>	<b>Baton Rouge</b>
2	<b>Insurance Requirements</b>	Liability not less than \$100,000 for injury or death of any one person, \$300,000 for injury or death of any number of persons in one accident, & a minimum of \$50,000 for property damage in any one accident. The insurance coverage shall be effective whether the vehicle was, at the time of the accident, being driven by the owner, his agent, employee, lessee or licensee.	Commercial Auto Liability from the point the driver accepts a trip & is enroute to a passenger: Seating Capacity of 6 or less: \$100,000/accident; Seating Capacity of 7-9: \$750,000/accident; Seating Capacity of 10: \$1,000,000/accident. When driver has logged into network & indicated that he availability to receive requests driver & vehicle shall be: \$50,000/accident for bodily injury; \$25,000/accident for property damage; & \$100,000/accident for any number of bodily & property claims arising from single accident.	Excess Liability Insurance with minimum requirements: \$100,000,000/accident	Commercial liability minimum combined single limit of \$1,000,000/occurrence of bodily injury & property damage involving TNC vehicles in transit on acceptance of a trip. When driver has logged into network & indicated availability to receive requests, minimum of \$30,000 for death & personal injury per person, \$60,000 for death & personal injury per accident, & \$25,000 for property damage per accident.	Commercial Liability minimum of \$1,000,000/incident for accidents from the time the driver accepts the trip; up to \$1,000,000 for uninsured-underinsured motorist coverage; contingent comprehensive & collision coverage of at least \$50,000 for physical damage to TNC driver's vehicle during course of services' during time operator is logged into platform but has not accepted a ride request: bodily injury coverage of \$50,000/person & at least \$100,000/accident, & \$25,000/accident for property damage.
3	<b>Business License</b>	Must maintain a central place of business & keep it open 24 hours a day to answer calls for services & to dispatch cabs. Application shall contain name & address of the applicant; financial status of the applicant, including the amount of all unpaid judgments against the applicant, & the nature of the transactions or actions giving rise to the judgments; experience of the applicant in the transportation of passengers; any facts which the applicant believes tend to prove that public convenience & necessity require the granting of a license; number of vehicles applicant desires to operate; evidence showing the ownership of all vehicles to be operated; make, model, year, body type & physical condition of all vehicles to be operated; color scheme or insignia to be used to designate the vehicle or vehicles of the applicant; & a schedule of rates.	Certificate of Business License:must include business information, proof of registration with Sec. of State, proof of insurance, description of type & extent of services, description of proposed trade dress, name & contact information for the person(s) authorized to make decisions, drug & alcohol testing policies. License must be renewed by June 30th every year. Licensee must submit a monthly list of the permitted vehicles removed from the service.	Must have a valid TNC Certificate to operate a TNC. Certificates shall not be sold, assigned, or transferred. Application shall include business information, proof of registration with Sec of State, proof of insurance, description & type of services, & drug & alcohol policies. Annual Certificate Fee based on number of drivers authorized to provide services under the Certificate Holder's digital platform. < 10-\$300; 11-40-\$600; 41-70-\$900; > 70: \$1200.	City Manager will enter into Company Agreements with TNCs according to these requirements. Must maintain a 24-hour customer service phone number and email address. Must maintain an agent for service of process in City. TNC digital platform must display an accurate picture of the driver and description of the vehicle. TNC must establish a driver-training program that each driver is required to go through prior to the driver being able to offer service. Must implement a zero-tolerance policy for drugs or alcohol. Company Agreements are valid for 1 year and cancelable by either party if the requirements are not upheld.	TNC must submit an application for permit that includes proof of the following: company is licensed to do business in the state & maintains a registered agent in the state, maintains website, established logo, insignia, decal, or trade dress for vehicles, required insurance. MUST renew permit on or before Jan. 15th of each year. Must create application process for drivers, maintain current registry of operators, provide on a website: telephone & email address, procedure for reporting a complaint for violation of zero-tolerance policy, a complaint electronic email address for the Taxicab Control Board for the City. Establish a zero-tolerance policy for drugs & alcohol & must immediately suspend an operator upon violation.

COMPARISON OF ORDINANCES FOR TRANSPORTATION NETWORK COMPANIES

	A	B	C	D	E	F
4		<b>Norman</b> <i>current regulations for taxicabs, motorbuses &amp; limousines</i>	<b>Oklahoma City</b>	<b>Tulsa</b>	<b>Austin</b>	<b>Baton Rouge</b>
5	<b>Vehicle Inspections</b>	Inspected annually at Fleet Div. - following in working order: four-wheel brakes; parking brake; front & rear bumpers, all trim & matching hubcaps; heater, defroster, & air conditioner; right & left side & interior rear view mirrors; speedometer, exposed to view, & maintained in accurate operating condition; windshield wipers; tires with a minimum of 2/32-inch tread; factory-recommended shock absorbers; turn signals; taximeter; all door & window glass shall be safety glazed glass equal to manufacturer's standard specifications; & placards as required by ordinance. Every taxicab must be painted with color scheme as desired by the license-holder as described in the application for the license. Lettering must be at least 2 inches in height. Name and serial body number must be on both sides & on rear exterior of taxicab and shall cover a space no less than 10X12".	MUST maintain records (trip sheets) for 90 days. Vehicles must be inspected prior to service & subject to periodic inspection as determined by Chief of Police but not less than once annually. If vehicle is involved in an accident, licensee must inform the inspector within 1 business day. If it results in more than cosmetic damage, vehicle must be taken out of service until repaired & inspected. All vehicles 3 years or older by model year, must be inspected annually by an ASE Certified Master Technician. The following in good working order: 4-wheel brakes; parking brake; front & rear bumpers (all chrome trim & matching wheels & hubcaps); heater; defroster; air conditioner; right & left side & interior rear view mirrors; speedometer (exposed to view); windshield wipers; tires; shock absorbers; turn indicators; all door & window glass must be safety glazed; seat belts; current license tag; doors; knob or handle on inside of each door; adequate baggage space. Vehicles must have a unified color scheme & trade name, monogram, mark, or insignia.	Every vehicle shall be periodically inspected at such intervals as shall insure safe operating conditions. If a vehicle is found to not meet safe operating requirements, shall be removed from service until in compliance. Vehicles cannot have seating for more than 10 persons, less than 2 doors, and cannot be titled in class of "salvage," "rebuilt," "junk," or "total loss."	Must use a vehicle in compliance with inspection requirements (includes: "20-point inspection: emergency brakes, foot brakes, steering mechanism, windshield, rear window and other glass, windshield wipers, headlights, tail lights, turn indicator lights, stop lights, front seat adjustment, doors, horn, speedometer, bumpers, muffler and exhaust system, tires, rear view mirrors, safety belts, fire extinguisher).	TNC must conduct, or have a third party conduct vehicle inspections. TNC must establish a uniform logo, insignia, decal, or trade dress for motor vehicles.



COMPARISON OF ORDINANCES FOR TRANSPORTATION NETWORK COMPANIES

	A	B	C	D	E	F
		<b>Norman</b> <i>current regulations for taxicabs, motorbuses &amp; limousines</i>	<b>Oklahoma City</b>	<b>Tulsa</b>	<b>Austin</b>	<b>Baton Rouge</b>
6						
	<b>Driver Permits</b>	Drivers must be licensed in OK with a valid Commercial Class A, B, or C or a Class D license. No more 3 moving or hazardous traffic violations within the previous year, no conviction for DUI or a plea to reduced charges of DUI within previous 5 years. No misdemeanor convictions involving a violent crime within previous 5 years. No felony conviction within previous 5 yearsp; felony conviction for murder, manslaughter, kidnapping, robbery, rape, arson, burglary, or if a registered sex offender- automatically ineligible to drive.	Applicants must submit personal auto liability insurance; driving record; criminal record - must include sex offender & violent offender registry; name & date of birth; any felony or misdemeanor convictions within past 7 years - no conviction of hit & run driving, reckless driving within previous 5 years; letter affirming approval to drive from the TNC; 3 year driving record; number, class, and expiration of OK DL & whether a license in another state has ever been revoked or suspended; certificate from a physician licensed in OK stating applicant is capable of safely performing the essential functions of the job; and must be 18 years of age or older.	Valid OK driver's license; 21 or older; local and national criminal back-ground check that shall include Multi-State/Juris Criminal Records Locator and the National Sex Offender Registry Database; driving history record without any aggravated reckless driving, DUI, attempting to evade police, use of motor vehicle to commit a crime convictions within the past 5 years; no driving under suspension or revoked license within the last 3 years. No convictions of misdemeanors involving prostitution or related offenses, public lewdness, sexual offenses, assault or battery, or controlled-substance-related offenses within the past 5 years. No citations or arrests for more than 3 traffic violations arising out of separate events within any 1 year period. No more than 1 automobile accident within past year where the applicant was at fault. No convictions for violent felony, hit and run offenses, manslaughter or negligent homicide resulting from the operation of a motor vehicle, and shall not be subject to any outstanding warrants.	Drivers must possess valid driver's license, proof of registration, current automobile liability insurance, must be at least 21 years old. Submit to a criminal background check and driver history check by the City paid for by the TNC. Criminal background check is required to be national in scope and prevent any person who has been convicted, within the past 7 years of DUIs, or if convicted at any time of: fraud, sexual offenses, use of motor vehicle to commit a felony, crime involving property damage, theft, acts of violence, acts of terror from driving with TNC. Driver history check is required to prevent anyone with more than 3 moving violations within past 3 years or anyone charged with driving w/o insurance or a suspended license within past 3 years from driving with TNC.	Drivers must submit an application for registration as a TNC operator. Applicant is subject to a local & national criminal background check by the TNC or by a third party, to include multi-state/juris criminal records & national sex offender registry database. Each Applicant shall also have the TNC or third party conduct a driving record check. Disqualified if, in the past 7 years: offense against a person, public morals, property or offense under the law of any state, under federal law, or under the law of any other jurisdiction; if is found to be a match on the national sex offender registry, or, if the past 7 years: convicted of driving offenses, fleeing law enforcement, negligent homicide, vehicular homicide, or an offense under the law of any state, federal, or other jurisdiction that would constitute one of the above offenses; or if in the past 3 years: has been convicted of driving with a suspended or revoked license.
7						

COMPARISON OF ORDINANCES FOR TRANSPORTATION NETWORK COMPANIES

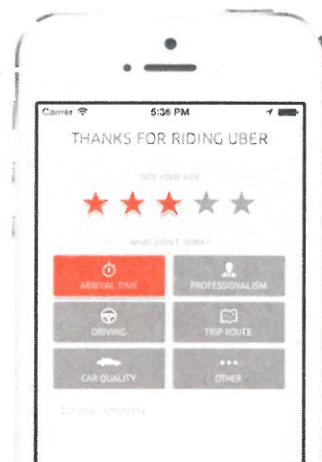
	A	B	C	D	E	F
		<b>Norman</b> <i>current regulations for taxicabs, motorbuses &amp; limousines</i>	<b>Oklahoma City</b>	<b>Tulsa</b>	<b>Austin</b>	<b>Baton Rouge</b>
8						
9	<b>Revocation and/or Suspension of License</b>	May be revoked or suspended by Police Chief for conviction (excluding traffic violations) of any federal law, state law, or municipal ordinance; operating a taxicab, limo, or motorbus under the influence of intoxicating substances; leaving the scene of an accident; failure to make a full report of an accident to the police department within 24 hours of the accident; permitting any other person to use the license; obliterating or erasing any official entry on license identification card; conviction of a second traffic violation during any license year; misrepresentation of any material facts by a driver on his application for license. No person who has had a license revoked may be eligible for a new one within 1 year of the revocation.	May be revoked or suspended if: vehicles are not operated in accordance with ordinances, vehicles are operated at a rate or fare greater than that which is specified on the TNC's digital network platform, licensee fails to maintain insurance, license was procured by fraudulent conduct or false statement of material fact, if any employees or agents of the licensee have violated this ordinance, if any employee or agent has failed to properly operate equipment as required by this ordinance.	May revoke or suspend certificate if vehicles are not operated in accordance with provisions of the ordinance, if rate or fare charged is greater than specified on the TNC's digital platform, if holder fails to maintain insurance, if certificate is procured by fraudulent information or conduct, if any employee or agent of the holder violates provisions of this chapter, if any employee or agent of the holder fails to adequately maintain and operate equipment, or for good cause shown by Director. Upon revocation, holder may not reinstate certificate for a period of 2 years.	Not in the ordinance language other than "cancelable by either party if the requirements are not upheld."	Failure to adhere to any of these requirements may result in suspension or revocation of permit.

## WHAT IS UBER?

Uber is a technology company whose smartphone application connects people who need a ride with a driver at the tap of a button. The Uber app is available in over 200 cities in 45 countries. Uber's technology gives drivers added efficiency and an opportunity to grow their own business, while giving riders access to safest and most reliable transportation options – even in traditionally underserved areas.

## BACKGROUND CHECKS YOU CAN TRUST

Every ridesharing and livery driver is thoroughly screened through a rigorous process we've developed using industry-leading standards. This includes a three-step criminal background screening for the U.S. — with county, federal and multi-state checks that go back as far as the law allows — and ongoing reviews of drivers' motor vehicle records throughout their time on Uber.



## ANONYMOUS FEEDBACK, FULL ACCOUNTABILITY

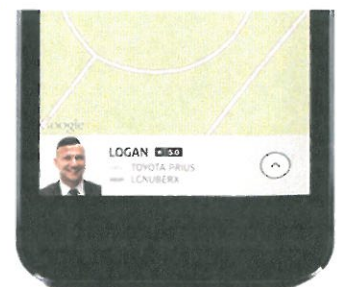
After every trip, we ask you to rate the driver and provide feedback about your ride — but your comments always remain anonymous to them. We are constantly monitoring feedback to help drivers improve the Uber experience they deliver. Drivers work hard to keep their ratings high, and they know our culture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

## DRIVERS RATE RIDERS TO GIVE YOU CONTROL

Driver feedback counts, too. We're not OK with any rider behavior that makes drivers concerned for their safety or the safety of their vehicles. Riders who are reported to be abusive toward drivers or violate our terms of service will lose access to the system.

## DRIVER PROFILES FOR PEACE OF MIND

Making sure you always have a safe, relaxing ride starts before you even get in an Uber. You'll see your driver's name, license plate number, photo, and rating when your request is confirmed — so you know who's picking you up ahead of time. Drivers are also professional and friendly during the ride, respectful of your privacy or your preference for casual conversation. And after the trip, you'll still be able to contact the driver in case you leave something behind.



## VEHICLE STANDARDS THAT RAISE THE BAR

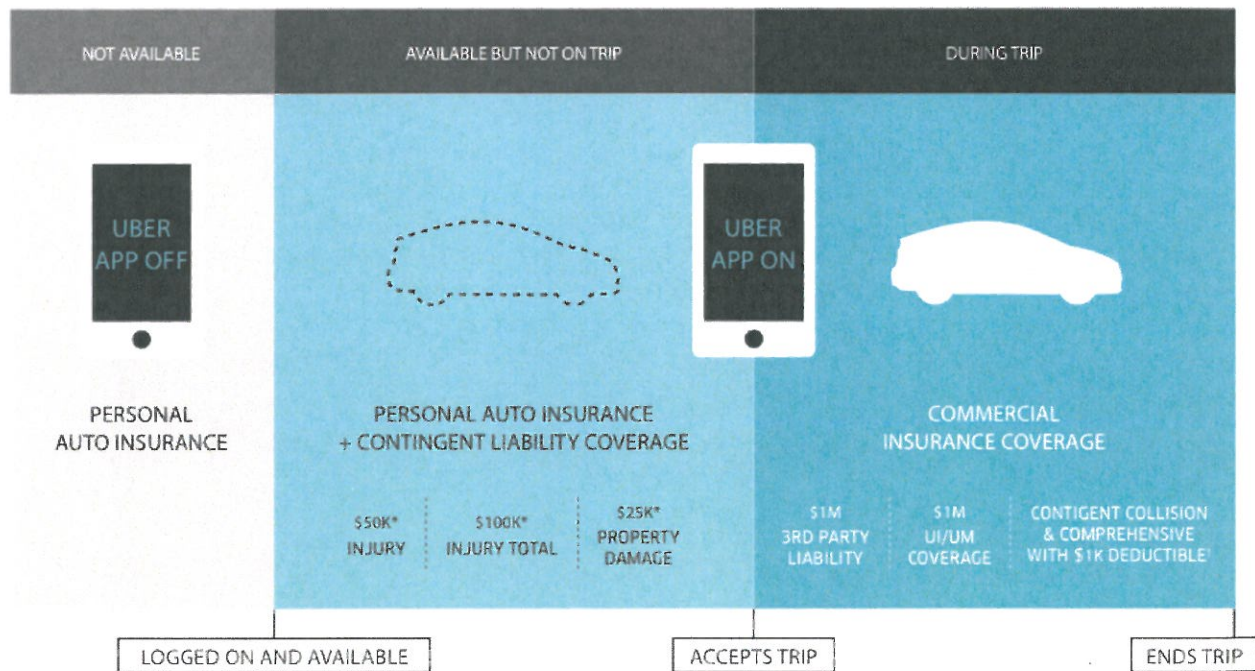
Not just any car can be an Uber. It's a title reserved for safe, high-quality vehicles that are in exceptional condition. In the U.S., the average model year for vehicles on our platform is 2008, and none are from before 2004+. With our recently launched vehicle financing partnership, we are continuously helping drivers bring brand new Toyota and GM vehicles onto the system.



## END-TO-END INSURANCE, WE HAVE YOU COVERED

From the moment you get into any Uber product (e.g. uberX, UberBLACK) to the moment you're dropped off, your ride is covered by commercial liability insurance. That goes for every trip in every city around the world. In the U.S. specifically, ridesharing has become a popular choice — and Uber is the first company to ensure true end-to-end insurance coverage for ridesharing, with drivers on uberX protected by liability coverage even between trips.

## uberX Ridesharing Insurance Coverage



\*PROVIDES BACK-UP COVERAGE WHEN/IF DRIVER'S PERSONAL AUTO INSURANCE DECLINES CLAIM

\*PROVIDES COVERAGE IF DRIVER'S PERSONAL AUTO INSURANCE INCLUDES COLLISION COVERAGE; UP TO \$50K MAXIMUM (UPDATED 7/14/2014)

## NO RANDOM PICK-UPS, SO YOU FEEL AT EASE

Before riding with Uber, customers are required to create an account with their personal and payment information — and rides can only be requested through the app, so there's a detailed record of every customer and every trip.

## NO HAILING, SAFE PICKUPS

The Uber app automatically pinpoints your location to provide true door-to-door service. That means you stay safe and comfortable wherever you are until a driver arrives. No more waiting alone on a dark street hoping you can hail a taxi.

## CASHLESS TRANSACTIONS PROTECT YOU FROM RISK

Fares are charged automatically to the rider's credit card — so drivers never have to deal with the risk or hassle of carrying cash and making change.

All Uber ridesharing and livery partners must go through a rigorous background check that leads the industry. The three-step screening we've developed across the United States, which includes county, federal and multi-state checks, has set a new standard. These checks go back 7 years, the maximum allowable by California law. We apply this comprehensive and new industry standard consistently across all Uber products, including uberX.

Screening for safe drivers is just the beginning of our safety efforts. Our process includes prospective and regular checks of drivers' motor vehicle records to ensure ongoing safe driving. Unlike the taxi industry, our background checking process and standards are consistent across the United States and often more rigorous than what is required to become a taxi driver.

### **What exactly is involved in Uber's background checks?**

#### **All drivers are screened against:**

- County courthouse records going back 7 years for every county of residence
- Federal courthouse records going back 7 years
- Multi-State Criminal Database going back 7 years
- National Sex Offender Registry screen
- Social Security Trace (lifetime)
- Motor Vehicle Records (historical and ongoing)

#### **Criteria for drivers to pass through Uber's screening, going back seven years:**

- No DUI or other drug related driving violations or severe infractions
- No Hit and Runs
- No fatal accidents
- No history of reckless driving
- No violent crimes
- No sexual offenses
- No gun related violations
- No resisting/evading arrest
- No driving without insurance or suspended license charge in the past 3 years

### **The bottom line**

Uber works hard to ensure that we are connecting riders with the safest rides on the road. We are currently undergoing an audit by former Mayor of New York City Rudolph W. Giuliani and his security team at Giuliani Partners, who will review Uber's driver background check process and related systems. The result will be a checkup on existing processes and a series of recommendations for potential improvement – which Mayor Giuliani will work with us to implement – as we continue to build and scale strong, industry-leading safety systems. Mayor Giuliani's review will be rigorous and span months, and we are confident he will bring his renowned toughness to this review.

[CITIES \(/CITIES\)](#)[DRIVE \(/DRIVERS\)](#)[RIDE \(\)](#)

[Home \(/help\)](#) › [Getting Started \(/help/topic/getting-started\)](#) › [Creating a Lyft Account](#)  
[HELP \(/HELP\)](#)

## CREATING A LYFT ACCOUNT

### WELCOME TO LYFT!

Lyft is a great alternative to traditional taxi or formal transportation services when you want a ride that is safe, friendly and fun. We encourage our drivers to engage with passengers and create connections. In Lyft rides, passengers sit in the front seat and are greeted with a friendly fistbump before they set off on their way.

Lyft drivers come equipped with auxiliary cords so passengers can DJ. Many of our drivers also bring bottled water, gum and sometimes even snacks to make your trip that much more special!

## WHAT KIND OF DEVICE DO I NEED TO USE LYFT?

Lyft requires that you use either an iPhone or Android-based smartphone. Since the app requires a cellular connection, we do not support tablets or wifi-only devices (e.g. iPod Touch).

Lyft is available for iPhone 4 or newer running iOS 7.0+ and Android devices running 4.0+.

Currently, we do not support or plan to support the Windows Phone operating system. We always keep our options open for it in the future though.

## HOW OLD DO I NEED TO BE?

Users must be at least 18 years old. If you're not 18, ask your parent or guardian to request a Lyft for you. To become a driver, you must be at least 21 years old.



## HOW DO I DOWNLOAD THE APP?

1. Go to your local app store, the iOS App Store (<https://itunes.apple.com/us/app/lyft/id529379082?mt=8>) for iPhones or Google Play Store (<https://play.google.com/store/apps/details?id=me.lyft.android>) for Androids.
2. Search for "Lyft"
3. Install the app.
4. Try to contain your excitement; you're almost ready for your first Lyft ride!

## SIGNING UP

Creating a Lyft account is easy! You can log in with Facebook or your phone number.

### LOGGING IN WITH FACEBOOK

1. Get connected! Make sure you're signed into the correct Facebook account on your device.

For Android: Check your Facebook app or web browser.

For iPhone: Check Facebook under Phone Settings as well as your web browser or Facebook app.

2. The Lyft app should automatically link to your Facebook. You'll see your smiling face in your profile picture in the Lyft app. The first name you have on your Facebook will be the name on your app, and the email address used to create your Facebook profile will be the one in our system.

### LOGGING IN WITH A PHONE NUMBER

1. We want to make sure you're human! You'll be asked to verify your phone number by entering a code which will be sent via text message. The text message should arrive immediately, but if you don't receive it you can select the option for "resend code."
2. Type in your name, email address, and to take a selfie so your driver can see who

they'll be picking up.

Got a promo code (<http://www.lyft.com/help?article=1301651>) for a free ride? Make sure you enter it into the Payment tab before you request your first Lyft.

## HAVING TROUBLE LOGGING IN?

Double check your Facebook account and make sure that it's the correct one. Additionally, make sure to continue to log into the Lyft app using the same method with which you signed up to prevent any issues in the future.

## STILL HAVE QUESTIONS? CHECK OUT RELATED ARTICLES

([HTTPS://WWW.LYFT.COM/HELP/TOPIC/GETTING-STARTED](https://www.lyft.com/help/topic/getting-started)) OR CONTACT US  
([HTTPS://WWW.LYFT.COM/HELP/CONTACT/PASSENGER](https://www.lyft.com/help/contact/passenger)).



[CITIES \(/CITIES\)](#)[DRIVE \(/DRIVERS\)](#)[RIDE \(\)](#)

[Home \(/help\)](#) › [Getting Started \(/help/topic/getting-started\)](#) › [Become a Lyft Driver](#)  
[HELP \(/HELP\)](#)

## BECOME A LYFT DRIVER

Thanks for your interest in joining our vibrant Lyft driver community! We'd love to talk to you about driving on the Lyft platform, and encourage you to apply.

### WHAT ARE THE REQUIREMENTS FOR BECOMING A LYFT DRIVER?

- Be at least 21 years old
- 4 door car with at least 5 seatbelts (including driver's), year 2000 or newer  
(More details on car requirements (<https://www.lyft.com/drive/help/article/1709415>))
- Be licensed to drive for at least a year prior to applying (More details on driving history requirements (<https://www.lyft.com/drive/help/article/1750347>))
- In-state insurance with your name on the policy
- In-state license
- In-state plates with a current registration (commercial plates are acceptable as well)
- Clean driving record

Some of our markets have specific requirements in place in order to comply with local government. You can learn more about those region-specific requirements here (<https://www.lyft.com/drive/help/article/1695469>).

To view more about our safety requirements, please visit [lyft.com/safety](http://www.lyft.com/safety) (<http://www.lyft.com/safety>).

## DO MY DRIVER'S LICENSE, INSURANCE, AND REGISTRATION NEED TO MATCH THE STATE I'M DRIVING IN?

Yes. Your driver's license, insurance, registration, and shipping address must match the state you'll be driving in. This is currently the case for all applicants, including students and members of the military.

There are exceptions for some regions that border or extend into neighboring states. For example, some Chicago, Boston, DC, and Charlotte drivers with licenses in specific bordering states are permitted to drive in neighboring regions. Even in these cases, your driver's license and registration state must match each other, no matter what.

## HOW DO I APPLY?

There are a few steps toward becoming an approved driver for your region. You can apply to be a driver via your web browser by going to [lyft.com/drivers](http://www.lyft.com/drivers) (<http://www.lyft.com/drivers>) and following the steps on the website.

The next steps will include a Welcome Ride with a Lyft Mentor, and both a background and a DMV record check.

## CAN I EXIT THE APP OR WEBSITE AND COME BACK TO FINISH MY APPLICATION?

You sure can! All of your information will be saved, even if you quit the app completely.

## WHAT DO I DO AFTER I FINISH FILLING OUT THE APPLICATION?

After you input all the necessary information and watch the welcome videos, you'll be ready to take a welcome ride with a Mentor. Mentors are seasoned drivers in the community who can help you get a better feel for what it's like out on the road.

## HOW DO I TAKE MY WELCOME RIDE?

To take your welcome ride, follow the steps outlined here (<https://www.lyft.com/drive/help/article/1286071>). If you're approved, then you will move forward in the application process.

## WHEN CAN I TAKE MY WELCOME RIDE?

Welcome rides can occur anytime between 7 a.m. and 5 p.m., seven days a week.

## HOW LONG DOES IT TAKE TO BE APPROVED?

After you've passed your welcome ride, we'll begin your background check. We cannot run your background check before this. Since we run both national and county background checks, please allow anywhere from two days to two weeks for this to complete. The length of time depends on a number of factors, and a longer processing time doesn't mean you have a bad record!

## HOW DO I CHECK MY APPLICATION STATUS?

After your welcome ride, if you haven't heard anything for two weeks and haven't received any emails from us, go ahead and send us a message (<https://www.lyft.com/help/contact/applicant/0>). Make sure to check the email address under the Profile tab in your app. If you created your Lyft account with Facebook, it will be the email you used to create your Facebook profile.

**STILL HAVE QUESTIONS? CONTACT US**  
([HTTPS://WWW.LYFT.COM/HELP/CONTACT/APPLICANT/0](https://www.lyft.com/help/contact/applicant/0)).