



# Regulating Transportation Network Companies in California

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California Public  
Utilities Commission

# The CPUC regulates the transportation of passengers in California

## Article XII of the California Constitution

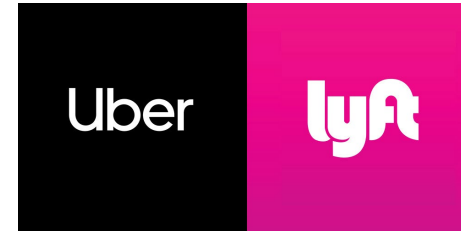
Empowers the CPUC to regulate public utilities, including passenger transportation carriers or as prescribed by the Legislature

## Passenger Charter-party Carrier's Act (PU Code 5351-5450)

Empowers the CPUC to regulate for-hire passenger transportation, including charter-party carriers and transportation network companies



### Transportation Network Companies



### Autonomous Vehicle Passenger Service



### Ferries



### Buses



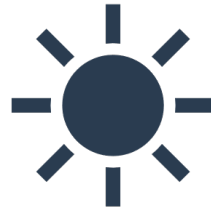
### Charter Party Carriers



# The CPUC establishes and enforces regulations for TNC service



**Safety**



**Transparency**



**Consumer  
Protection**

Since initiating rulemaking in 2012, the CPUC has addressed **major policy issues impacting TNC service** including transportation of minors, driver background checks, prevention of sexual assault and harassment, and data reporting and confidentiality.

# Rulemaking and legislation created foundational TNC regulations since 2010

## Early TNC regulatory and legislative history



### Early 2010s


CPUC regulation of TCPs includes black cars, limos, etc  
Uber launches in CA, expands to personal vehicles (UberX)

### 2012-13

Rulemaking **12-12-011** initiated to address TNC issues;  
**D.13-09-045** establishes TNCs as a new carrier class and set initial regulatory requirements, including permits, background checks, driver training, and insurance

### 2014

**AB 2293 (Bonilla)** codifies definition of TNC, establishes insurance requirements and other requirements for drivers and TNCs



Subsequent CPUC decisions have implemented legislatively-mandated insurance requirements, ordered release of TNC data, and mandated enhanced safety protocols for transport of minors.

# CPUC TNC programs promote safety, accessibility, and sustainability in passenger transportation



## TNC Passenger Safety

- Annual reporting supports ongoing safety and compliance of TNC services
- Reports include driver training, zero-tolerance complaints, suspended drivers and others
- More than 2.7 billion trips since 2013



## Clean Miles Standard

SB 1014, 2018 (Skinner)

- Supports reduction of GHG emissions through transition to zero-emissions vehicles for TNCs
- Sets and enforces targets and requires annual reporting
- Provides support for low-income drivers



## Access for All SB 1376, 2018 (Hill)

- Funds on-demand wheelchair-accessible vehicle (WAV) services through 10-cent access fee applied to every TNC ride
- More than 295,856 trips have been funded since 2019

# The CPUC collects, validates, and analyzes TNC Annual Reports

Reports are submitted via an online portal each January, then validated and prepared for analysis

Every TNC trip in CA is reportable, including location, time, distance, and other data

Additional reports address trips not accepted, adherence to zero tolerance policies, sexual assault and harassment, complaints, accessibility issues, and incidents

## TNC Annual Reports support the CPUC's ongoing work to:

- Track industry-wide **safety trends**
- Guide **compliance** and **enforcement** priorities
- Evaluate **policy effectiveness**
- Inform **equitable-access** and **ESJ** programs
- Engage in **long-range planning**
- Implement the **Clean Miles Standard**

*The CPUC protects personally-identifiable information and other sensitive data in its management and use of Annual Reports data*

# CPUC regulations provide a process for regulated entities to claim confidentiality of data

As described in CPUC General Order 66-D:

## Information submittal

- Regulated entities claim confidentiality **upon submission** to the CPUC
- Specific information marked as confidential
- **Confidentiality declaration** including legal basis for nondisclosure must be included

If the submission is procedurally correct, information is **preliminarily treated as confidential**

## When information is requested

- CPUC Legal will review confidentiality claims
- Information determined to have a lawful basis of confidentiality will not be released
- Unlawful claims of confidentiality will be addressed via a **Commission resolution or order** prior to information release

# The CPUC has found that, where legally permissible, most TNC data should be disclosed

- D.20-03-014 **eliminated automatic confidentiality** for TNC data
- D.21-06-023 **upheld data reporting and confidentiality rules** following rehearing applications from TNCs
- D.23-12-015 ordered TNCs to **submit historical trip-level data**, with some aggregation, in preparation for disclosure
- D.25-05-006 affirmed **public interest in data disclosure outweighs trade secret claims**



# The CPUC continues to develop and evolve regulations to ensure passenger safety

Recent activity in the TNC rulemaking has addressed:

## Safe Transportation of Unaccompanied Minors

In response to Uber's launch of Uber Teens, the CPUC in D.24-12-004 implemented **industrywide enhanced background check requirements** for all TNC drivers transporting unaccompanied minors, ensuring uniform requirements across all TNCs.

## Prevention of Sexual Assault and Harassment

D.22-06-029 adopted more **robust reporting requirements** for incidents of sexual assault and harassment and set new requirements for anti-assault and harassment **training** and **investigation of claims** of assault or harassment.

# Thank you