

SENATE BILL 740

C5
SB 747/25 – FIN

6lr1425
CF HB 480

By: **Senator Kramer**
Introduced and read first time: February 6, 2026
A

Committee Report: Favorable with amendments
Senate action: Adopted
Read second time: February 25, 2026

CHAPTER _____

1 AN ACT concerning

2 **Transportation Network Companies – Deactivation of Operators**

3 FOR the purpose of ~~altering the definitions of “transportation network company” and~~
4 ~~“transportation network operator” for purposes of provisions of law regarding~~
5 ~~transportation network companies;~~ requiring a transportation network company to
6 maintain a deactivation policy that provides the policies and procedures for the
7 deactivation of operators; prohibiting a transportation network company from
8 deactivating an operator ~~unless the deactivation is consistent with the company’s~~
9 ~~deactivation policy for certain violations;~~ requiring a transportation network
10 company to allow an operator whose account is deactivated to withdraw certain
11 earnings under certain circumstances; requiring a transportation network company
12 to provide notice and certain information to ~~the transportation network company’s~~
13 ~~operators and~~ any operator who is deactivated; and generally relating to the
14 deactivation of transportation network company operators.

15 BY repealing and reenacting, without amendments,
16 Article – Public Utilities
17 Section 10–101(a), (l), (m), and (n) and 10–401(a) and (c)
18 Annotated Code of Maryland
19 (2025 Replacement Volume and 2025 Supplement)

20 ~~BY repealing and reenacting, with amendments,~~
21 ~~Article – Public Utilities~~
22 ~~Section 10–101(l) and (m) and 10–401~~
23 ~~Annotated Code of Maryland~~

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1 ~~(2025 Replacement Volume and 2025 Supplement)~~

2 BY adding to

3 Article – Public Utilities

4 Section 10–410

5 Annotated Code of Maryland

6 (2025 Replacement Volume and 2025 Supplement)

7 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,

8 That the Laws of Maryland read as follows:

9 **Article – Public Utilities**

10 10–101.

11 (a) In this title the following words have the meanings indicated.

12 (l) “Transportation network company” means a company that operates in the
 13 State using a digital network to connect passengers to transportation network operators or
 14 transportation network partners for transportation network services.

15 (m) “Transportation network operator”, “transportation network partner”, or
 16 “transportation network driver” means an individual who:

17 (1) has been issued a transportation network operator’s license, or is
 18 otherwise authorized, by the Commission to provide transportation network services;

19 (2) receives, through a transportation network company’s digital network
 20 application, a connection to a potential passenger to transport the passenger between
 21 points chosen by the passenger in exchange for the payment of a fee to the transportation
 22 network company; and

23 (3) uses a motor vehicle that is owned, leased, or otherwise authorized for
 24 use by the individual and is approved for use in providing transportation network services
 25 by the Commission.

26 (n) (1) “Transportation network services” means the activities of an operator
 27 during:

28 (i) transportation network coverage period one, during which the
 29 operator is logged onto and ready to accept a prearranged ride request made through a
 30 transportation network company’s digital network application;

31 (ii) transportation network coverage period two, during which the
 32 operator accepts a ride request from a passenger that is prearranged through a
 33 transportation network company’s digital network application, and is traveling to a
 34 predetermined location to pick up the passenger; and

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1 (iii) transportation network coverage period three, during which the
 2 operator transports the passenger and continuing until the passenger departs the motor
 3 vehicle.

4 (2) “Transportation network services” does not include:

5 (i) providing taxicab services, sedan services, or limousine services;

6 (ii) any shared expense carpool arrangement or service or other type
 7 of arrangement or service in which a driver receives a fee that does not exceed the driver’s
 8 costs associated with providing a ride; or

9 (iii) transportation services that a nonprofit organization provides
 10 through the use of a volunteer driver and the volunteer driver’s personal vehicle.

11 10-401.

12 (a) In this subtitle the following words have the meanings indicated.

13 (c) “Operator” means a transportation network operator, transportation network
 14 partner, or transportation network driver.

15 10-410.

16 (A) IN THIS SECTION, “DEACTIVATE” OR “DEACTIVATION” MEANS AN
 17 ACTION BY A TRANSPORTATION NETWORK COMPANY TO PERMANENTLY CHANGE AN
 18 OPERATOR’S ACCOUNT STATUS ON THE TRANSPORTATION NETWORK COMPANY’S PLATFORM FROM ELIGIBLE TO
 19 PROVIDE TRANSPORTATION
 20 NETWORK SERVICES TO INELIGIBLE TO PROVIDE TRANSPORTATION NETWORK
 21 SERVICES.

22 (B) THIS SECTION DOES NOT APPLY TO AN OPERATOR’S LOSS OF ACCESS TO
 23 A TRANSPORTATION NETWORK COMPANY’S DIGITAL NETWORK APPLICATION IF THE
 24 LOSS OF ACCESS:

25 (1) IS CONTINGENT ON AN OPERATOR’S COMPLIANCE WITH A
 26 LICENSE, INSURANCE, OR A REGULATORY REQUIREMENT;

27 (2) WAS IMPLEMENTED BY THE TRANSPORTATION NETWORK
 28 COMPANY FOR A LEGITIMATE FINANCIAL, BUSINESS, OR ECONOMIC REASON AND
 29 NOT RELATED TO THE OPERATOR’S CONDUCT;

30 (3) IS ABLE TO BE RESOLVED THROUGH UNILATERAL ACTION BY THE
 31 OPERATOR; OR

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1 (4) IS THE RESULT OF ACCESS RESTRICTIONS DUE TO INCLEMENT
2 WEATHER OR NETWORK OUTAGES.

3 (C) A TRANSPORTATION NETWORK COMPANY SHALL:

4 (1) MAINTAIN A WRITTEN PLAIN-LANGUAGE DEACTIVATION POLICY
5 THAT PROVIDES FOR THE POLICIES AND PROCEDURES FOR THE DEACTIVATION OF
6 OPERATORS; AND

7 (2) MAKE THE DEACTIVATION POLICY AVAILABLE ONLINE THROUGH
8 THE TRANSPORTATION NETWORK COMPANY'S DIGITAL NETWORK APPLICATION.

9 (D) THE DEACTIVATION POLICY SHALL:

10 (1) STATE THAT THE DEACTIVATION POLICY IS ENFORCEABLE AS A
11 TERM OF THE TRANSPORTATION NETWORK COMPANY'S CONTRACT WITH THE
12 OPERATOR;

13 (2) DEFINE "SERIOUS MISCONDUCT" AND SPECIFY THAT SERIOUS
14 MISCONDUCT INCLUDES:

15 (i) REFUSAL TO PROVIDE TRANSPORTATION NETWORK
16 SERVICES FOR ANY REASON RELATED TO A POTENTIAL PASSENGER'S DISABILITY,
17 INCLUDING THE USE OF A MOBILITY AID OR TRAVEL WITH A SERVICE ANIMAL, IF THE REFUSAL
18 CONSTITUTES AN APPARENT VIOLATION OF FEDERAL OR STATE LAW; AND

18 (ii) ANY OTHER CONDUCT THAT WOULD CONSTITUTE AN ACT OF
19 APPARENT DISCRIMINATION UNDER FEDERAL OR STATE LAW;

20 (3) INCLUDE A NONEXHAUSTIVE LIST OF EXAMPLES OF CONDUCT
21 THAT CONSTITUTES SERIOUS MISCONDUCT UNDER THE DEACTIVATION POLICY;

22 (4) PROVIDE THE OPERATOR WITH A REASONABLE UNDERSTANDING
23 OF WHAT MAY CONSTITUTE A VIOLATION THAT WARRANTS DEACTIVATION UNDER
24 THE DEACTIVATION POLICY;

25 (5) DESCRIBE THE PROCEDURES FOR NOTIFYING AN OPERATOR OF A
26 DEACTIVATION AND THE REASON FOR THE DEACTIVATION;

27 (6) DESCRIBE THE PROCEDURES AND ELIGIBILITY CRITERIA FOR THE
28 RECONSIDERATION OF A DEACTIVATION DECISION AND THE PROCESS, CONSISTENT
29 WITH SUBSECTION (i) OF THIS SECTION, FOR AN OPERATOR TO REQUEST A
30 DEACTIVATION APPEAL WITH THE TRANSPORTATION NETWORK COMPANY; AND

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1 (7) BE SPECIFIC ENOUGH FOR AN OPERATOR TO UNDERSTAND WHAT
2 CONSTITUTES A VIOLATION OF THE POLICY AND HOW TO AVOID VIOLATING THE
3 POLICY.

4 (E) A TRANSPORTATION NETWORK COMPANY MAY NOT DEACTIVATE AN
5 OPERATOR FOR A VIOLATION NOT REASONABLY UNDERSTOOD TO BE PART OF THE
6 TRANSPORTATION NETWORK COMPANY'S DEACTIVATION POLICY.

7 (F) (1) EXCEPT AS PROVIDED IN PARAGRAPH (2) OF THIS SUBSECTION, A
8 TRANSPORTATION NETWORK COMPANY MAY NOT RELY SOLELY ON A PASSENGER
9 REPORT AS THE BASIS FOR A DEACTIVATION.

10 (2) A TRANSPORTATION NETWORK COMPANY MAY RELY SOLELY ON A
11 PASSENGER REPORT AS THE BASIS FOR A DEACTIVATION IF:

12 (i) THE REPORT WAS SUBMITTED WITHIN 14 DAYS AFTER THE
13 DATE OF THE ALLEGED INCIDENT; OR

14 (ii) 1. THE REPORT INVOLVES AN ALLEGED VIOLATION OF A
15 FEDERAL OR STATE LAW;

16 2. THE REPORT INVOLVES AN ALLEGED VIOLATION OF
17 THE TRANSPORTATION NETWORK COMPANY'S NONDISCRIMINATION POLICY;

18 3. THE REPORT INVOLVES AN ALLEGED ACT OF FRAUD
19 UNDER TITLE 8 OF THE CRIMINAL LAW ARTICLE, AS DEFINED IN THE
20 TRANSPORTATION NETWORK COMPANY'S CONTRACT WITH THE OPERATOR, OR IN
21 THE TRANSPORTATION NETWORK COMPANY'S TERMS, INCLUDING:

22 A. DELIBERATELY INCREASING THE TIME OR DISTANCE
23 OF A PASSENGER TRIP OR ACCEPTING A PASSENGER TRIP WITHOUT THE INTENTION
24 OF COMPLETING THE TRIP;

25 B. USING ANOTHER OPERATOR'S ACCOUNT OR
26 CREATING A FAKE OR DUPLICATE ACCOUNT ON A TRANSPORTATION NETWORK
27 COMPANY'S DIGITAL NETWORK APPLICATION;

28 C. INTENTIONALLY REQUESTING OR ACCEPTING
29 FRAUDULENT OR FALSIFIED PASSENGER TRIPS; OR

30 D. INTENTIONALLY DISRUPTING OR MANIPULATING THE
31 NORMAL FUNCTIONING OF A TRANSPORTATION NETWORK COMPANY'S DIGITAL
32 NETWORK APPLICATION, INCLUDING MANIPULATING THE SETTINGS ON A PHONE TO

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1 PREVENT THE PROPER FUNCTIONING OF A TRANSPORTATION NETWORK COMPANY'S
2 DIGITAL NETWORK APPLICATION; OR

3 4. THE REPORT INVOLVES OPERATOR, ROAD, OR
4 PERSONAL SAFETY.

5 (G) A TRANSPORTATION NETWORK COMPANY SHALL ALLOW AN OPERATOR
6 WHOSE ACCOUNT IS DEACTIVATED TO WITHDRAW EARNINGS THAT ACCRUED
7 BEFORE THE DEACTIVATION UNLESS:

8 (1) THE TRANSPORTATION NETWORK COMPANY REASONABLY
9 BELIEVES THAT A PORTION OF THE EARNINGS ARE CONNECTED TO CRIMINAL OR
10 FRAUDULENT CONDUCT; OR

11 (2) THE WITHDRAWAL WOULD VIOLATE A FEDERAL OR STATE LAW.

12 (H) (1) A TRANSPORTATION NETWORK COMPANY SHALL PROVIDE AN
13 OPERATOR WITH WRITTEN NOTICE OF A DEACTIVATION:

14 (i) ON THE DATE THE DEACTIVATION BECOMES EFFECTIVE; OR

15 (ii) FOR SERIOUS MISCONDUCT, WITHIN 3 DAYS AFTER THE
16 DEACTIVATION.

17 (2) A WRITTEN NOTICE OF DEACTIVATION SHALL INCLUDE:

18 (i) THE REASON FOR THE DEACTIVATION;

19 (ii) INFORMATION ON AN OPERATOR'S RIGHT TO APPEAL THE
20 DEACTIVATION; AND

21 (iii) INSTRUCTIONS FOR AN OPERATOR TO APPEAL THE
22 DEACTIVATION.

23 (i) (1) A DEACTIVATION POLICY SHALL INCLUDE AN APPEALS PROCESS
24 FOR AN OPERATOR TO APPEAL A DEACTIVATION.

25 (2) AN OPERATOR WHO IS DEACTIVATED BY A TRANSPORTATION
26 NETWORK COMPANY HAS THE RIGHT TO APPEAL THE DEACTIVATION BEGINNING ON
27 THE DATE THE OPERATOR RECEIVES NOTICE OF THE DEACTIVATION.

28 (3) AN APPEALS PROCESS SHALL PROVIDE AN OPERATOR WITH:

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1 (I) AT LEAST 30 DAYS FROM THE DATE OF THE NOTICE OF
 2 DEACTIVATION TO APPEAL THE DEACTIVATION; AND

3 (II) AN OPPORTUNITY TO PROVIDE THE TRANSPORTATION
 4 NETWORK COMPANY OR THIRD PARTY, AS APPROPRIATE, WITH INFORMATION TO
 5 SUPPORT THE APPEAL.

6 (4) (I) SUBJECT TO SUBPARAGRAPH (II) OF THIS PARAGRAPH, A
 7 TRANSPORTATION NETWORK COMPANY SHALL REVIEW AND MAKE A FINAL
 8 DECISION ON AN APPEAL OF A DEACTIVATION WITHIN 15 DAYS AFTER RECEIPT OF
 9 THE APPEAL AND ANY INFORMATION THE OPERATOR PROVIDES TO SUPPORT THE
 10 APPEAL.

11 (II) A TRANSPORTATION NETWORK COMPANY OR AN OPERATOR
 12 MAY REQUEST AN ADDITIONAL 15 DAYS TO REVIEW AND MAKE A FINAL DECISION ON
 13 AN APPEAL OF DEACTIVATION OR PROVIDE INFORMATION TO SUPPORT THE
 14 APPEAL, AS APPROPRIATE.

15 (5) A TRANSPORTATION NETWORK COMPANY MAY USE A THIRD
 16 PARTY TO ASSIST IN THE APPEALS PROCESS.

17 (6) A TRANSPORTATION NETWORK COMPANY SHALL CONSIDER ALL
 18 INFORMATION PROVIDED BY THE OPERATOR DURING THE APPEALS PROCESS.

19 (7) FOR AN APPEALED DEACTIVATION TO BE UPHeld UNDER THE
 20 APPEALS PROCESS A TRANSPORTATION NETWORK COMPANY OR A THIRD PARTY
 21 MUST DETERMINE THAT UNDER THE TOTALITY OF THE CIRCUMSTANCES THERE IS
 22 EVIDENCE TO FIND THAT IT IS MORE LIKELY THAN NOT THAT A VIOLATION OF THE
 23 DEACTIVATION POLICY HAS OCCURRED.

24 ~~(4) "Transportation network company" means [a company that operates in the~~
 25 ~~State using a digital network to connect passengers to transportation network operators or~~
 26 ~~transportation network partners for transportation network services] AN ORGANIZATION,~~
 27 ~~INCLUDING A CORPORATION, PARTNERSHIP, OR SOLE PROPRIETOR, THAT USES AN~~
 28 ~~ONLINE-ENABLED APPLICATION, PLATFORM, OR DIGITAL DISPATCH SYSTEM TO:~~

29 ~~(1) CONNECT PASSENGERS AND CUSTOMERS WITH TRANSPORTATION-~~
 30 ~~NETWORK DRIVERS;~~

31 ~~(2) PRESENT OFFERS TO TRANSPORTATION NETWORK DRIVERS~~
 32 ~~THROUGH A DIGITAL LABOR PLATFORM; OR-~~

33 ~~(3) FACILITATE THE PROVISION OF TRANSPORTATION SERVICES FOR~~
 34 ~~COMPENSATION BY TRANSPORTATION NETWORK DRIVERS.~~

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1 ~~(m) “Transportation network operator,” “transportation network partner,” or~~
 2 ~~“transportation network driver” means an individual who:~~

3 ~~(1) has been issued a transportation network operator’s license, or is~~
 4 ~~otherwise authorized, by the Commission to provide transportation network services;~~

5 ~~(2) receives, through a transportation network company’s digital network~~
 6 ~~application, a connection to a potential passenger to transport the passenger between~~
 7 ~~points chosen by the passenger in exchange for the payment of a fee to the transportation~~
 8 ~~network company.] PROVIDES TRANSPORTATION TO PASSENGERS OR CUSTOMERS;~~

9 ~~(I) THROUGH A TRANSPORTATION NETWORK COMPANY’S~~
 10 ~~PLATFORM; AND~~

11 ~~(II) BETWEEN POINTS CHOSEN BY THE PASSENGER OR~~
 12 ~~CUSTOMER IN EXCHANGE FOR PAYMENT;~~

13 ~~1. OF A FEE TO THE TRANSPORTATION NETWORK~~
 14 ~~COMPANY; AND~~

15 ~~2. FOR THE OPERATOR’S SERVICE MADE THROUGH OR~~
 16 ~~BY THE TRANSPORTATION NETWORK COMPANY; and~~

17 ~~(2) uses a motor vehicle that is owned, leased, or otherwise authorized for~~
 18 ~~use by the individual and is approved BY THE COMMISSION AND THE TRANSPORTATION~~
 19 ~~NETWORK COMPANY for use in providing transportation network services [by the~~
 20 ~~Commission].~~

21 ~~10-401.~~

22 ~~(a) In this subtitle the following words have the meanings indicated.~~

23 ~~(b) (1) “EGREGIOUS MISCONDUCT” MEANS AN ACTION OR A BEHAVIOR~~
 24 ~~BY AN OPERATOR THAT:~~

25 ~~(i) POSES AN IMMEDIATE THREAT TO THE PHYSICAL SAFETY OF~~
 26 ~~A PASSENGER OR CUSTOMER, ANOTHER PERSON, OR AN ANIMAL; OR~~

27 ~~(ii) INTENTIONALLY CAUSES IMMEDIATE AND IRREPARABLE~~
 28 ~~ECONOMIC HARM TO A PASSENGER OR CUSTOMER, ANOTHER PERSON, OR THE~~
 29 ~~TRANSPORTATION NETWORK COMPANY.~~

30 ~~(2) “EGREGIOUS MISCONDUCT” INCLUDES:~~

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1 ~~(1) 1. THREE OR MORE NONCRIMINAL MOVING VIOLATIONS~~
 2 ~~WITHIN A 3-YEAR PERIOD; OR~~

3 ~~2. THREE OR MORE AT-FAULT TRAFFIC COLLISIONS IN A~~
 4 ~~3-YEAR PERIOD; AND~~

5 ~~(H) ANY CONDUCT THAT THE COMMISSION DEFINES BY~~
 6 ~~REGULATION AS EGREGIOUS MISCONDUCT.~~

7 ~~(3) "EGREGIOUS MISCONDUCT", EXCEPT AS PROVIDED IN~~
 8 ~~PARAGRAPH (2) OF THIS SUBSECTION, DOES NOT INCLUDE CONDUCT RELATED TO~~
 9 ~~NONCRIMINAL MOVING VIOLATIONS OR TRAFFIC COLLISIONS.~~

10 ~~(C) "Insurance Commissioner" means the Insurance Commissioner of the~~
 11 ~~Maryland Insurance Administration.~~

12 ~~(D) "MOVING VIOLATION" HAS THE MEANING STATED IN § 11-136.1 OF THE~~
 13 ~~TRANSPORTATION ARTICLE.~~

14 ~~[(c)] (E) "Operator" means a transportation network operator, transportation~~
 15 ~~network partner, or transportation network driver.~~

16 ~~(F) "OPERATOR ADVOCACY ORGANIZATION" MEANS A~~
 17 ~~MEMBERSHIP-BASED, MEMBER-LED NONPROFIT OR LABOR ORGANIZATION THAT:~~

18 ~~(1) HAS OPERATED IN THE STATE FOR AT LEAST 2 YEARS WITH THE~~
 19 ~~PRINCIPAL PURPOSE OF SUPPORTING OPERATORS;~~

20 ~~(2) HAS NOT PREVIOUSLY AND DOES NOT CURRENTLY RECEIVE~~
 21 ~~FUNDING, DIRECTLY OR INDIRECTLY, FROM A TRANSPORTATION NETWORK~~
 22 ~~COMPANY;~~

23 ~~(3) IS NOT EXCESSIVELY INFLUENCED OR CONTROLLED BY A~~
 24 ~~TRANSPORTATION NETWORK COMPANY; AND~~

25 ~~(4) HAS NOT PREVIOUSLY AND IS NOT CURRENTLY AFFILIATED WITH~~
 26 ~~ANY OTHER ENTITY;~~

27 ~~(1) THAT RECEIVES FUNDING, DIRECTLY OR INDIRECTLY,~~
 28 ~~FROM ANY ENTITY CONTROLLED BY A TRANSPORTATION NETWORK COMPANY; OR~~

29 ~~(H) THAT IS, DIRECTLY OR INDIRECTLY, EXCESSIVELY~~
 30 ~~INFLUENCED OR CONTROLLED BY A TRANSPORTATION NETWORK COMPANY.~~

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1 ~~10-410.~~

2 ~~(A) (1) IN THIS SECTION, "DEACTIVATE" OR "DEACTIVATION" MEANS AN~~
3 ~~ACTION BY A TRANSPORTATION NETWORK COMPANY THAT RESTRICTS AN~~
4 ~~OPERATOR'S ACCESS TO THE COMPANY'S DIGITAL NETWORK FOR 48 HOURS OR~~
5 ~~MORE.~~

6 ~~(2) "DEACTIVATE" OR "DEACTIVATION" INCLUDES:~~

7 ~~(I) BLOCKING AN OPERATOR'S ACCESS TO A DIGITAL~~
8 ~~NETWORK;~~

9 ~~(II) SUSPENDING AN OPERATOR; AND~~

10 ~~(III) CHANGING AN OPERATOR'S STATUS FROM ELIGIBLE TO~~
11 ~~INELIGIBLE TO PROVIDE TRANSPORTATION NETWORK SERVICES FOR 48 HOURS OR~~
12 ~~MORE.~~

13 ~~(B) (1) A TRANSPORTATION NETWORK COMPANY SHALL:~~

14 ~~(I) MAINTAIN A WRITTEN POLICY THAT PROVIDES THE~~
15 ~~POLICIES AND PROCEDURES FOR THE DEACTIVATION OF OPERATORS; AND~~

16 ~~(II) MAKE THE DEACTIVATION POLICY AVAILABLE:~~

17 ~~1. ON THE TRANSPORTATION NETWORK COMPANY'S~~
18 ~~WEBSITE AND THROUGH THE TRANSPORTATION NETWORK COMPANY'S DIGITAL~~
19 ~~NETWORK APPLICATION;~~

20 ~~2. IN ENGLISH AND OTHER LANGUAGES THE~~
21 ~~TRANSPORTATION NETWORK COMPANY KNOWS OR HAS REASON TO KNOW ARE~~
22 ~~SPOKEN BY THE TRANSPORTATION NETWORK COMPANY'S OPERATORS; AND~~

23 ~~3. FOR AT LEAST 3 YEARS AFTER THE LAST DAY THAT~~
24 ~~THE POLICY IS IN EFFECT.~~

25 ~~(2) ANY UPDATE OR CHANGE TO THE DEACTIVATION POLICY SHALL~~
26 ~~BE PROVIDED TO THE TRANSPORTATION NETWORK COMPANY'S OPERATORS AT~~
27 ~~LEAST 72 HOURS BEFORE THE UPDATE OR CHANGE TAKES EFFECT.~~

28 ~~(C) (1) THE DEACTIVATION POLICY SHALL BE SPECIFIC ENOUGH FOR AN~~
29 ~~OPERATOR TO UNDERSTAND WHAT CONSTITUTES A VIOLATION OF THE POLICY AND~~
30 ~~HOW TO AVOID VIOLATING THE POLICY.~~

1 ~~(2) (i) THE DEACTIVATION POLICY SHALL BE REASONABLY~~
2 ~~RELATED TO THE SAFE AND EFFICIENT OPERATION OF THE TRANSPORTATION~~
3 ~~NETWORK COMPANY.~~

4 ~~(H) THE DEACTIVATION POLICY MAY NOT INCLUDE A POLICY~~
5 ~~THAT WOULD RESULT IN A DEACTIVATION BASED ON:~~

6 ~~1. AN OPERATOR'S AVAILABILITY TO WORK, INCLUDING~~
7 ~~THE NUMBER OF HOURS THE OPERATOR IS AVAILABLE TO WORK;~~

8 ~~2. AN OPERATOR'S ACCEPTANCE OR REJECTION OF ANY~~
9 ~~INDIVIDUAL OFFER, ANY TYPES OF OFFERS, OR ANY NUMBER OR PROPORTION OF~~
10 ~~OFFERS;~~

11 ~~3. AN OPERATOR'S CANCELLATION OF AN OFFER WITH~~
12 ~~CAUSE;~~

13 ~~4. AN OPERATOR CONTACTING THE TRANSPORTATION~~
14 ~~NETWORK COMPANY;~~

15 ~~5. STATEMENTS BY AN OPERATOR REGARDING THE~~
16 ~~TERMS AND CONDITIONS OF THE WORK THAT ARE MADE TO CUSTOMERS, OTHER~~
17 ~~OPERATORS, OTHER TRANSPORTATION NETWORK COMPANIES, THE MEDIA, PUBLIC~~
18 ~~OFFICIALS, OR THE GENERAL PUBLIC;~~

19 ~~6. A QUANTITATIVE METRIC DERIVED FROM~~
20 ~~AGGREGATE CUSTOMER RATINGS OF AN OPERATOR'S PERFORMANCE;~~

21 ~~7. AN OPERATOR ASSERTING THE OPERATOR'S LEGAL~~
22 ~~RIGHTS, WHETHER IN COURT OR THROUGH PROCEDURES PROVIDED BY ANY LOCAL,~~
23 ~~STATE, OR FEDERAL AGENCY; OR~~

24 ~~8. EXCEPT IN THE CASE OF EGREGIOUS MISCONDUCT OR~~
25 ~~WHERE DEACTIVATION IS OTHERWISE REQUIRED BY LAW, THE RESULTS OF A~~
26 ~~BACKGROUND CHECK, CONSUMER REPORT, DRIVING RECORD, OR RECORD OF~~
27 ~~TRAFFIC VIOLATIONS.~~

28 ~~(3) THE COMMISSION MAY ADOPT REGULATIONS:~~

29 ~~(i) ESTABLISHING THE FORM AND DESCRIPTION OF THE~~
30 ~~DEACTIVATION POLICY, THE MANNER IN WHICH THE DEACTIVATION POLICY IS~~

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1 ~~DISTRIBUTED, AND THE LANGUAGES THE DEACTIVATION POLICY MUST BE~~
2 ~~PROVIDED IN; AND~~

3 ~~(H) DEFINING REASONABLENESS OF A DEACTIVATION POLICY;~~

4 ~~(D) (1) EXCEPT AS PROVIDED IN SUBSECTIONS (F) AND (G) OF THIS~~
5 ~~SECTION, BEFORE DEACTIVATING AN OPERATOR, A TRANSPORTATION NETWORK~~
6 ~~COMPANY SHALL:~~

7 ~~(H) CONDUCT A FAIR AND OBJECTIVE INVESTIGATION; AND~~

8 ~~(H) DEMONSTRATE BY A PREPONDERANCE OF THE EVIDENCE~~
9 ~~THAT THE ALLEGED VIOLATION OF THE DEACTIVATION POLICY OCCURRED;~~

10 ~~(2) A TRANSPORTATION NETWORK COMPANY MAY NOT DEACTIVATE~~
11 ~~AN OPERATOR UNLESS THE INVESTIGATION IS THOROUGH ENOUGH TO JUSTIFY THE~~
12 ~~DEACTIVATION;~~

13 ~~(3) IF AN OPERATOR DOES NOT PARTICIPATE IN AN INVESTIGATION~~
14 ~~CONDUCTED UNDER THIS SUBSECTION OR PROVIDE RELEVANT INFORMATION, A~~
15 ~~TRANSPORTATION NETWORK COMPANY MAY COMPLETE THE INVESTIGATION BASED~~
16 ~~ON AVAILABLE SOURCES OF INFORMATION;~~

17 ~~(E) (1) A TRANSPORTATION NETWORK COMPANY MAY NOT DEACTIVATE~~
18 ~~AN OPERATOR;~~

19 ~~(I) FOR AN UNWARRANTED REASON OR A REASON THAT IS~~
20 ~~INCONSISTENT WITH THE COMPANY'S DEACTIVATION POLICY; OR~~

21 ~~(H) IF THE DEACTIVATION IS INTENDED TO OR RESULTS IN~~
22 ~~DISCRIMINATION OR A DISCRIMINATORY ACT;~~

23 ~~(2) A TRANSPORTATION NETWORK COMPANY SHALL APPLY THE~~
24 ~~DEACTIVATION POLICY AND PENALTIES FOR VIOLATING THE POLICY IN A~~
25 ~~CONSISTENT MANNER;~~

26 ~~(3) THE PENALTY OF DEACTIVATION MUST:~~

27 ~~(I) BE REASONABLY RELATED TO A VIOLATION OF THE~~
28 ~~TRANSPORTATION NETWORK COMPANY'S DEACTIVATION POLICY; AND~~

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1 ~~(H) TAKE INTO ACCOUNT MITIGATING CIRCUMSTANCES,~~
2 ~~INCLUDING THE OPERATOR'S PAST WORK HISTORY WITH THE TRANSPORTATION~~
3 ~~NETWORK COMPANY.~~

4 ~~(F) A TRANSPORTATION NETWORK COMPANY MAY IMMEDIATELY~~
5 ~~DEACTIVATE AN OPERATOR IF:~~

6 ~~(1) THE DEACTIVATION IS REQUIRED TO COMPLY WITH ANY~~
7 ~~APPLICABLE COURT ORDER OR LOCAL, STATE, OR FEDERAL LAW OR REGULATION;~~
8 ~~OR~~

9 ~~(2) SUBJECT TO SUBSECTION (G) OF THIS SECTION, THE OPERATOR~~
10 ~~HAS CLEARLY ENGAGED IN EGREGIOUS MISCONDUCT.~~

11 ~~(G) (1) IF AN OPERATOR IS ALLEGED TO HAVE ENGAGED IN EGREGIOUS~~
12 ~~MISCONDUCT, THE TRANSPORTATION NETWORK COMPANY MAY DEACTIVATE THE~~
13 ~~OPERATOR BEFORE COMPLETING AN INVESTIGATION UNDER SUBSECTION (D) OF~~
14 ~~THIS SECTION.~~

15 ~~(2) (i) EXCEPT FOR EXTRAORDINARY CIRCUMSTANCES, THE~~
16 ~~INVESTIGATION OF EGREGIOUS MISCONDUCT MAY NOT EXCEED 14 DAYS.~~

17 ~~(ii) IF THE INVESTIGATION IS DELAYED DUE TO~~
18 ~~EXTRAORDINARY CIRCUMSTANCES, THE TRANSPORTATION NETWORK COMPANY~~
19 ~~SHALL PROVIDE THE OPERATOR WITH WRITTEN NOTICE THAT THE INVESTIGATION~~
20 ~~IS DELAYED, THE REASON FOR THE DELAY, AND THE DATE ON WHICH THE~~
21 ~~COMPLETION OF THE INVESTIGATION IS ANTICIPATED.~~

22 ~~(H) (1) (i) EXCEPT AS PROVIDED IN SUBPARAGRAPH (ii) OF THIS~~
23 ~~PARAGRAPH, A TRANSPORTATION NETWORK COMPANY SHALL PROVIDE AN~~
24 ~~OPERATOR WITH NOTICE OF A DEACTIVATION AT LEAST 14 DAYS BEFORE THE~~
25 ~~DEACTIVATION AND ON THE DATE THE DEACTIVATION BECOMES EFFECTIVE.~~

26 ~~(ii) A TRANSPORTATION NETWORK COMPANY SHALL PROVIDE~~
27 ~~AN OPERATOR WHO IS DEACTIVATED FOR EGREGIOUS MISCONDUCT THE NOTICE OF~~
28 ~~DEACTIVATION ON OR BEFORE THE EFFECTIVE DATE OF THE DEACTIVATION.~~

29 ~~(2) (i) THE COMMISSION SHALL DESIGNATE THE FORM AND~~
30 ~~MANNER OF DELIVERY OF THE NOTICE OF DEACTIVATION.~~

31 ~~(ii) THE COMMISSION MAY CREATE AND DISTRIBUTE A MODEL~~
32 ~~NOTICE OF DEACTIVATION IN ENGLISH AND OTHER LANGUAGES THE COMMISSION~~
33 ~~DETERMINES ARE APPROPRIATE.~~

1 ~~(3) THE NOTICE OF DEACTIVATION SHALL INCLUDE A WRITTEN~~
2 ~~STATEMENT OF:~~

3 ~~(i) THE REASON FOR THE DEACTIVATION, INCLUDING:~~

4 ~~1. THE BEHAVIOR THAT VIOLATED THE~~
5 ~~TRANSPORTATION NETWORK COMPANY'S DEACTIVATION POLICY; AND~~

6 ~~2. THE SPECIFIC INCIDENT OR PATTERN OF INCIDENTS~~
7 ~~THAT VIOLATED THE TRANSPORTATION NETWORK COMPANY'S DEACTIVATION~~
8 ~~POLICY;~~

9 ~~(ii) THE EFFECTIVE DATE OF THE DEACTIVATION;~~

10 ~~(iii) RECORDS OR OTHER EVIDENCE RELIED ON DURING THE~~
11 ~~INVESTIGATION REQUIRED UNDER SUBSECTION (D) OF THIS SECTION TO CONFIRM~~
12 ~~OR SUBSTANTIATE A VIOLATION OF THE DEACTIVATION POLICY;~~

13 ~~(iv) THE LENGTH OF THE DEACTIVATION;~~

14 ~~(v) THE STEPS THE OPERATOR CAN TAKE TO REMEDY THE~~
15 ~~DEACTIVATION;~~

16 ~~(vi) THE OPERATOR'S RIGHT TO APPEAL THE DEACTIVATION;~~

17 ~~(vii) THE TRANSPORTATION NETWORK COMPANY'S PROCESS~~
18 ~~FOR APPEALING DEACTIVATION UNDER SUBSECTION (J) OF THIS SECTION,~~
19 ~~INCLUDING THE METHODS AVAILABLE FOR AN OPERATOR TO INITIATE AN APPEAL;~~

20 ~~(viii) THE CONTACT INFORMATION FOR AN OPERATOR ADVOCACY~~
21 ~~ORGANIZATION OR OTHER ENTITY THAT MAY BE ABLE TO ASSIST THE OPERATOR;~~
22 ~~AND~~

23 ~~(ix) ANY OTHER INFORMATION THAT THE COMMISSION~~
24 ~~REQUIRES.~~

25 ~~(t) (1) UNLESS OTHERWISE PROVIDED BY LOCAL, STATE, OR FEDERAL~~
26 ~~LAW, A TRANSPORTATION NETWORK COMPANY THAT ISSUES A NOTICE OF~~
27 ~~DEACTIVATION TO AN OPERATOR SHALL PROVIDE THE OPERATOR WITH THE~~
28 ~~RECORDS RELIED ON BY THE TRANSPORTATION NETWORK COMPANY TO CONFIRM~~
29 ~~OR SUBSTANTIATE A VIOLATION OF THE DEACTIVATION POLICY.~~

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1 ~~(2) THE RECORDS REQUIRED TO BE PROVIDED UNDER PARAGRAPH~~
2 ~~(1) OF THIS SUBSECTION INCLUDE:~~

3 ~~(I) THE DATE, TIME, AND LOCATION OF ANY INCIDENT~~
4 ~~SUPPORTING THE DEACTIVATION DECISION;~~

5 ~~(II) A COPY OF THE EVIDENCE THAT THE TRANSPORTATION~~
6 ~~NETWORK COMPANY CONSIDERED DURING THE DEACTIVATION INVESTIGATION;~~
7 ~~AND~~

8 ~~(III) A CERTIFIED STATEMENT FROM AN INDIVIDUAL AT THE~~
9 ~~TRANSPORTATION NETWORK COMPANY WITH AUTHORITY TO REINSTATE THE~~
10 ~~OPERATOR ATTESTING THAT THE RECORDS ARE TRUE AND ACCURATE.~~

11 ~~(3) IF THE TRANSPORTATION NETWORK COMPANY TAKES~~
12 ~~POSSESSION OR HAS KNOWLEDGE OF ADDITIONAL RECORDS THAT SUBSTANTIATE~~
13 ~~THE DEACTIVATION, THE TRANSPORTATION NETWORK COMPANY SHALL PROVIDE~~
14 ~~OR NOTIFY THE OPERATOR OF THE RECORDS AS SOON AS PRACTICABLE AND NOT~~
15 ~~LATER THAN 14 DAYS AFTER THE DATE THAT THE TRANSPORTATION NETWORK~~
16 ~~COMPANY TAKES POSSESSION OR HAS KNOWLEDGE OF THE RECORDS.~~

17 ~~(4) (I) IF THE RECORDS SUBSTANTIATING A DEACTIVATION~~
18 ~~CONTAIN INFORMATION RELATED TO THE IDENTITY OF A PASSENGER, CUSTOMER,~~
19 ~~OR OTHER PARTY AND THE TRANSPORTATION NETWORK COMPANY REASONABLY~~
20 ~~BELIEVES THAT THE INFORMATION COULD COMPROMISE THE PASSENGER,~~
21 ~~CUSTOMER, OR OTHER PARTY'S SAFETY, THE TRANSPORTATION NETWORK~~
22 ~~COMPANY MAY REDACT THE INFORMATION THAT IS RELATED TO OR COULD~~
23 ~~REASONABLY INFORM THE OPERATOR OF THE IDENTITY OF THE PASSENGER,~~
24 ~~CUSTOMER, OR OTHER PARTY.~~

25 ~~(II) IF A COMPLAINT FROM A PASSENGER, CUSTOMER, OR~~
26 ~~OTHER PARTY IS THE SOLE BASIS FOR A DEACTIVATION, THE TRANSPORTATION~~
27 ~~NETWORK COMPANY MAY PROVIDE A SUMMARY DESCRIPTION OF THE RECORDS~~
28 ~~SUBSTANTIATING THE DEACTIVATION.~~

29 ~~(III) THE COMMISSION MAY ADOPT REGULATIONS REGARDING~~
30 ~~MEASURES A TRANSPORTATION NETWORK COMPANY MAY TAKE TO SUMMARIZE THE~~
31 ~~RECORDS SUBSTANTIATING A DEACTIVATION OR REDACT INFORMATION RELATED~~
32 ~~TO THE IDENTITY OF A PASSENGER, CUSTOMER, OR OTHER PARTY.~~

33 ~~(5) A TRANSPORTATION NETWORK COMPANY SHALL RETAIN THE~~
34 ~~RECORDS REQUIRED UNDER THIS SUBSECTION FOR 3 YEARS AFTER THE DATE OF~~
35 ~~THE DEACTIVATION OF AN OPERATOR.~~

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1 ~~(6) IF A TRANSPORTATION NETWORK COMPANY FAILS TO DISCLOSE~~
2 ~~ANY RECORDS IN ACCORDANCE WITH THIS SUBSECTION, THERE IS A PRESUMPTION,~~
3 ~~REBUTTABLE BY CLEAR AND CONVINCING EVIDENCE, THAT THE TRANSPORTATION~~
4 ~~NETWORK COMPANY VIOLATED THIS SUBSECTION.~~

5 ~~(j) (1) (i) A TRANSPORTATION NETWORK COMPANY SHALL~~
6 ~~ESTABLISH AN INTERNAL PROCEDURE FOR AN OPERATOR TO APPEAL A~~
7 ~~DEACTIVATION.~~

8 ~~(H) AN OPERATOR WHO IS DEACTIVATED BY A~~
9 ~~TRANSPORTATION NETWORK COMPANY HAS THE RIGHT TO APPEAL THE~~
10 ~~DEACTIVATION THROUGH THE COMPANY'S INTERNAL PROCEDURE.~~

11 ~~(III) AN OPERATOR SHALL HAVE 90 DAYS TO APPEAL A~~
12 ~~DEACTIVATION UNDER THIS SUBSECTION BEGINNING ON THE DATE THE OPERATOR~~
13 ~~RECEIVES A NOTICE OF THE DEACTIVATION.~~

14 ~~(IV) A TRANSPORTATION NETWORK COMPANY SHALL MAKE~~
15 ~~AVAILABLE TO A DEACTIVATED OPERATOR INFORMATION REGARDING THE~~
16 ~~INTERNAL DEACTIVATION APPEAL PROCEDURE:~~

17 ~~1. IN WRITING, IN A FORMAT THAT IS READILY~~
18 ~~ACCESSIBLE TO THE OPERATOR, AND IN ENGLISH AND ANY LANGUAGE THAT THE~~
19 ~~TRANSPORTATION NETWORK COMPANY KNOWS OR HAS REASON TO KNOW IS THE~~
20 ~~PRIMARY LANGUAGE OF THE OPERATOR; AND~~

21 ~~2. FOR AT LEAST 3 YEARS AFTER THE DEACTIVATION.~~

22 ~~(v) 1. A TRANSPORTATION NETWORK COMPANY SHALL~~
23 ~~ESTABLISH A SYSTEM ACCESSIBLE TO OPERATORS THAT INFORMS OPERATORS OF~~
24 ~~THEIR ELIGIBILITY TO APPEAL A DEACTIVATION UNDER THIS SUBSECTION.~~

25 ~~2. THE SYSTEM SHALL BE AVAILABLE TO THE OPERATOR~~
26 ~~THROUGH A SMARTPHONE APPLICATION AND ON THE COMPANY'S INTERNET WEB~~
27 ~~PORTAL FOR AT LEAST 3 YEARS AFTER THE DEACTIVATION.~~

28 ~~(vi) THE COMMISSION MAY ADOPT REGULATIONS SPECIFYING:~~

29 ~~1. THE FORM AND CONTENT OF THE DESCRIPTION OF~~
30 ~~THE INTERNAL DEACTIVATION APPEAL PROCEDURE;~~

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1 ~~2. THE MANNER OF DISTRIBUTING INFORMATION~~
2 ~~REGARDING THE PROCEDURE; AND~~

3 ~~3. THE LANGUAGES INTO WHICH THE PROCEDURE MUST~~
4 ~~BE TRANSLATED;~~

5 ~~(2) (i) A TRANSPORTATION NETWORK COMPANY SHALL REVIEW~~
6 ~~AND RESPOND TO AN OPERATOR'S APPEAL OF DEACTIVATION WITHIN 14 DAYS~~
7 ~~AFTER RECEIVING NOTICE OF THE APPEAL;~~

8 ~~(H) A TRANSPORTATION NETWORK COMPANY'S RESPONSE TO~~
9 ~~AN OPERATOR'S APPEAL OF DEACTIVATION SHALL INCLUDE A WRITTEN~~
10 ~~STATEMENT, CERTIFIED BY AN INDIVIDUAL AT THE TRANSPORTATION NETWORK~~
11 ~~COMPANY WITH AUTHORITY TO REINSTATE THE OPERATOR, OF:~~

12 ~~1. THE EVIDENCE THAT SUBSTANTIATES THE~~
13 ~~DEACTIVATION CONSIDERED DURING THE INVESTIGATION REQUIRED UNDER~~
14 ~~SUBSECTION (D) OR (G) OF THIS SECTION AND SUBSTANTIVE RESPONSES TO~~
15 ~~QUESTIONS OR CLAIMS MADE BY THE OPERATOR IN THE APPEAL OF DEACTIVATION;~~

16 ~~2. A DESCRIPTION OF THE EXTRAORDINARY~~
17 ~~CIRCUMSTANCES NECESSITATING A DELAYED TIMELINE FOR A RESPONSE, AND AN~~
18 ~~ANTICIPATED DATE FOR A RESPONSE THAT SUBSTANTIATES THE DEACTIVATION OR~~
19 ~~REINSTATES THE OPERATOR; OR~~

20 ~~3. A DETERMINATION THAT THE OPERATOR DID NOT~~
21 ~~VIOLATE THE TRANSPORTATION NETWORK COMPANY'S DEACTIVATION POLICY AND~~
22 ~~THE DATE THAT THE OPERATOR WILL BE REINSTATED.~~

23 ~~(3) AN OPERATOR MAY FILE A COMPLAINT WITH THE COMMISSION OR~~
24 ~~BRING A CIVIL ACTION FOR A VIOLATION UNDER THIS SUBSECTION;~~

25 ~~(i) ON RECEIPT OF THE TRANSPORTATION NETWORK~~
26 ~~COMPANY'S INITIAL RESPONSE TO THE INTERNAL APPEAL; OR~~

27 ~~(H) WITHIN 14 DAYS AFTER AN OPERATOR INITIATES AN~~
28 ~~INTERNAL APPEAL.~~

29 ~~(4) AN OPERATOR MAY APPEAL THE DEACTIVATION AND PURSUE ALL~~
30 ~~AVENUES OF RELIEF AVAILABLE REGARDLESS OF THE GEOGRAPHIC LOCATION OF~~
31 ~~THE INCIDENT THAT LEADS TO THE TRANSPORTATION NETWORK COMPANY'S~~
32 ~~DECISION TO DEACTIVATE THE OPERATOR.~~

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1 ~~(K) (1) THE COMMISSION SHALL ADOPT REGULATIONS REQUIRING A~~
2 ~~TRANSPORTATION NETWORK COMPANY TO TRANSMIT TO THE COMMISSION~~
3 ~~INFORMATION AND RECORDS ON THE DEACTIVATION OF OPERATORS:~~

4 ~~(H) ON AT LEAST A QUARTERLY BASIS ON OR BEFORE JULY 1,~~
5 ~~2028; AND~~

6 ~~(H) AT LEAST ONCE EVERY 6 MONTHS AFTER JUNE 30, 2028.~~

7 ~~(2) THE INFORMATION AND RECORDS REQUIRED UNDER PARAGRAPH~~
8 ~~(1) OF THIS SUBSECTION MAY INCLUDE:~~

9 ~~(I) A COPY OF THE TRANSPORTATION NETWORK COMPANY'S~~
10 ~~DEACTIVATION POLICY;~~

11 ~~(II) A COPY OF THE TRANSPORTATION NETWORK COMPANY'S~~
12 ~~DEACTIVATION APPEAL PROCEDURE, INCLUDING THE AVAILABLE METHODS OF~~
13 ~~CONTACT FOR AN OPERATOR TO INITIATE AN APPEAL;~~

14 ~~(III) INFORMATION AND RECORDS REGARDING THE NUMBER OF~~
15 ~~DEACTIVATIONS INITIATED BY A TRANSPORTATION NETWORK COMPANY;~~

16 ~~(IV) INFORMATION AND RECORDS REGARDING THE~~
17 ~~DEACTIVATION POLICY VIOLATION THAT MOST COMMONLY RESULTS IN THE~~
18 ~~DEACTIVATION OF AN OPERATOR;~~

19 ~~(V) THE NUMBER OF OPERATORS THAT APPEAL A~~
20 ~~DEACTIVATION DECISION AND THE PROCESS THAT EACH OPERATOR USES TO~~
21 ~~APPEAL THE DEACTIVATION;~~

22 ~~(VI) THE NUMBER OF OPERATORS REINSTATED AFTER A~~
23 ~~DEACTIVATION DECISION, INCLUDING THE LENGTH OF EACH DEACTIVATION~~
24 ~~BEFORE REINSTATEMENT, AND THE LENGTH OF SERVICE WITH THE~~
25 ~~TRANSPORTATION NETWORK COMPANY OF AN OPERATOR BEFORE A DEACTIVATION~~
26 ~~DECISION; AND~~

27 ~~(VII) ANY OTHER INFORMATION OR RECORD THE COMMISSION~~
28 ~~DETERMINES IS NECESSARY FOR THE PURPOSES OF THIS SUBSECTION.~~

29 ~~(3) THE COMMISSION SHALL ADOPT REGULATIONS PROVIDING FOR~~
30 ~~THE FORMAT, SECURITY, AND PRIVACY OF THE RECORDS REQUIRED UNDER THIS~~
31 ~~SUBSECTION.~~

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1 ~~(1) (1) A TRANSPORTATION NETWORK COMPANY SHALL PROVIDE EACH~~
 2 ~~OF THE COMPANY'S OPERATORS WRITTEN NOTICE OF THE RIGHTS ESTABLISHED~~
 3 ~~UNDER THIS SECTION WITHIN 24 HOURS OF THE OPERATOR PROVIDING~~
 4 ~~TRANSPORTATION NETWORK SERVICE FOR THE TRANSPORTATION NETWORK~~
 5 ~~COMPANY.~~

6 ~~(2) (1) AT LEAST ONCE A YEAR, A TRANSPORTATION NETWORK~~
 7 ~~COMPANY SHALL PROVIDE EACH OF THE COMPANY'S OPERATORS NOTICE OF THE~~
 8 ~~OPERATORS' RIGHTS UNDER THIS SECTION.~~

9 ~~(H) THE NOTICE OF RIGHTS REQUIRED UNDER SUBPARAGRAPH~~
 10 ~~(1) OF THIS PARAGRAPH SHALL INCLUDE INFORMATION ON:~~

11 ~~1. THE RIGHT TO APPEAL A DEACTIVATION THROUGH A~~
 12 ~~TRANSPORTATION NETWORK COMPANY'S INTERNAL DEACTIVATION APPEAL~~
 13 ~~PROCEDURE AND ANY OTHER PROCEDURE AVAILABLE TO APPEAL THE~~
 14 ~~DEACTIVATION;~~

15 ~~2. THE TRANSPORTATION NETWORK COMPANY'S~~
 16 ~~INTERNAL DEACTIVATION APPEAL PROCEDURE;~~

17 ~~3. THE OPERATOR'S RIGHT, EXCEPT IN THE CASE OF~~
 18 ~~EGREGIOUS MISCONDUCT, TO AT LEAST 14 DAYS' NOTICE OF DEACTIVATION;~~

19 ~~4. THE OPERATOR'S RIGHT TO ACCESS THE RECORDS~~
 20 ~~RELIED ON BY THE TRANSPORTATION NETWORK COMPANY TO CONFIRM OR~~
 21 ~~SUBSTANTIATE THE DEACTIVATION;~~

22 ~~5. THE OPERATOR'S RIGHT TO BE PROTECTED FROM~~
 23 ~~RETALIATION BY A TRANSPORTATION NETWORK COMPANY FOR THE GOOD FAITH~~
 24 ~~EXERCISE OF THE RIGHTS ESTABLISHED UNDER THIS SECTION; AND~~

25 ~~6. THE RIGHT TO FILE A COMPLAINT WITH THE~~
 26 ~~COMMISSION OR BRING A CIVIL ACTION FOR A VIOLATION OF THIS SECTION.~~

27 ~~(3) A TRANSPORTATION NETWORK COMPANY SHALL:~~

28 ~~(1) PROVIDE THE NOTICE OF RIGHTS IN:~~

29 ~~1. AN ELECTRONIC FORMAT THAT IS READILY~~
 30 ~~ACCESSIBLE BY THE COMPANY'S OPERATORS; AND~~

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1 ~~2. ENGLISH AND ANY LANGUAGE THE TRANSPORTATION~~
2 ~~NETWORK COMPANY KNOWS OR HAS REASON TO KNOW IS THE PRIMARY LANGUAGE~~
3 ~~OF THE OPERATOR; AND~~

4 ~~(H) MAKE THE NOTICE OF RIGHTS AVAILABLE TO THE~~
5 ~~OPERATOR THROUGH THE OPERATOR'S SMARTPHONE OR E-MAIL OR ON THE~~
6 ~~COMPANY'S INTERNET WEB PORTAL.~~

7 ~~(4) (i) THE COMMISSION MAY ADOPT REGULATIONS PROVIDING~~
8 ~~FOR THE FORM AND CONTENT, METHOD OF DISTRIBUTION, AND REQUIRED~~
9 ~~LANGUAGES FOR THE NOTICE OF RIGHTS REQUIRED UNDER THIS SUBSECTION.~~

10 ~~(H) THE COMMISSION MAY CREATE AND DISTRIBUTE A MODEL~~
11 ~~NOTICE OF RIGHTS REQUIRED UNDER THIS SUBSECTION IN ENGLISH AND ANY~~
12 ~~OTHER LANGUAGE THE COMMISSION DETERMINES IS APPROPRIATE.~~

13 ~~(M) (1) A TRANSPORTATION NETWORK COMPANY SHALL RETAIN:~~

14 ~~(i) RECORDS THAT DOCUMENT COMPLIANCE WITH THIS~~
15 ~~SECTION FOR EACH OF THE COMPANY'S OPERATORS; AND~~

16 ~~(H) A COMPLIANCE FILE FOR EACH DEACTIVATION FOR A~~
17 ~~PERIOD OF 3 YEARS AFTER THE DEACTIVATION.~~

18 ~~(2) THE COMPLIANCE FILE FOR EACH DEACTIVATION MAY INCLUDE:~~

19 ~~(i) THE DEACTIVATION NOTICE PROVIDED TO THE OPERATOR;~~

20 ~~(H) THE DATE OF COMPLETION FOR AN INVESTIGATION OF THE~~
21 ~~CONDUCT THAT RESULTED IN THE DEACTIVATION;~~

22 ~~(H) IF THE DEACTIVATION WAS THE RESULT OF EGREGIOUS~~
23 ~~MISCONDUCT, A DESCRIPTION OF THE EGREGIOUS MISCONDUCT;~~

24 ~~(IV) IF THE INVESTIGATION WAS DELAYED BY EXTRAORDINARY~~
25 ~~CIRCUMSTANCES, THE EXTRAORDINARY CIRCUMSTANCES THAT RESULTED IN THE~~
26 ~~DELAY;~~

27 ~~(V) THE NUMBER OF RIDES COMPLETED BY THE OPERATOR IN~~
28 ~~THE 180 DAYS BEFORE THE DEACTIVATION NOTICE, REGARDLESS OF WHETHER THE~~
29 ~~RIDES WERE COMPLETED IN THE STATE OR OUTSIDE THE STATE;~~

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1 ~~(VI) IF THE DEACTIVATION WAS APPEALED, THE DATE THE~~
2 ~~APPEAL WAS INITIATED AND COMPLETED, AND~~

3 ~~(VII) IF THE DEACTIVATION WAS APPEALED, THE COMPANY'S~~
4 ~~RESPONSE TO THE OPERATOR REGARDING THE APPEAL.~~

5 ~~(3) IF A TRANSPORTATION NETWORK COMPANY DOES NOT RETAIN~~
6 ~~THE RECORDS REQUIRED UNDER THIS SUBSECTION, THERE IS A PRESUMPTION,~~
7 ~~REBUTTABLE BY CLEAR AND CONVINCING EVIDENCE, THAT THE COMPANY~~
8 ~~VIOLATED THIS SUBSECTION FOR THE RELEVANT PERIODS AND FOR EACH~~
9 ~~OPERATOR FOR WHOM THE RECORDS WERE NOT RETAINED.~~

10 ~~(4) THE COMMISSION MAY ADOPT REGULATIONS PROVIDING FOR~~
11 ~~THE FORMAT AND CONTENT OF THE RECORDS REQUIRED UNDER THIS SUBSECTION.~~

12 ~~SECTION 2. AND BE IT FURTHER ENACTED, That, on or before November 1,~~
13 ~~2026, a transportation network company shall provide each of the company's operators with~~
14 ~~notice of the operator's rights required under § 10-410(l) of the Public Utilities Article, as~~
15 ~~enacted by Section 1 of this Act.~~

16 SECTION ~~3~~ 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
17 ~~October 1, 2026~~ January 1, 2027.

Approved:

Governor.

President of the Senate.

Speaker of the House of Delegates.