

CALIFORNIA REGULATORY RULES AND REQUIREMENTS

(Effective June 27, 2016)

You must comply with California laws, including California Public Utilities Commission (CPUC) rules and requirements. By clicking “I Agree,” you are affirming that you have reviewed this information, the CPUC Safety Document, completed the self-directed quiz, and have reviewed the driver training video.

Driver Training:

The CPUC requires TNC drivers to complete “a driver training program to ensure that all drivers are safely operating the vehicle prior to the driver being able to offer services.”¹ The CPUC also requires that TNCs drivers “regularly refresh their knowledge of state and federal regulatory requirements.”²

This training program, which includes the CPUC Safety Document and corresponding self-directed quiz below, and the required driver training video (available here: www.ubermovement.com/cpuc-video), must be reviewed by all TNC drivers who have partnered with Rasier-CA before they can use the Uber driver app.

Requests by the CPUC for Information:

The CPUC requires us to notify partners in California that consent is not needed for the disclosure of a partner’s information to the CPUC. See CPUC Decision 16-04-041 at 3.

Self-Reporting Vehicle Mileage:

In California, all TNC vehicles must complete a 19-point vehicle inspection every 12 months or 50,000 miles, whichever occurs first. This 50,000-mile requirement includes miles driven even when you are not logged into the partner app. As such, we require all partners to self-report their vehicle mileage. Be on the lookout for instructions on how to report your mileage in the partner app.

Trade Dress:

The CPUC requires that all TNC partners display the Uber trade dress in two locations whenever online. You must display trade dress in both the front windshield on the passenger side and the back windshield on the passenger side. Having Uber trade dress helps riders quickly identify your car so you can start the trip on time. Please be aware that failure to display

¹ CPUC Decision 13-09-045, at 27.

² CPUC Decision 16-04-041, at 25-26.

trade dress on both front and rear windshields when online can result in a ticket and fine of up to \$1,000.

Unaccompanied Minors:

In California, due to CPUC requirements, you cannot transport an unaccompanied minor on trips arranged through the Uber app. Keep in mind that in California, a rider must be over 18 to sign up for an Uber account, but if you believe a rider might be underage, you can ask them to confirm their age and let them know that you will have to cancel the trip if they are indeed under 18. In addition, you can report requests to transport unaccompanied minors by submitting in-app feedback.

App-Based Trips:

All trips arranged through the Uber app must be prearranged. Street hailing or picking up riders who have not requested through the app is against the law and can result in citations and fines.

Service Animals:

Service animals must be accommodated in compliance with accessibility laws. In accordance with these accessibility laws, you must accept service animals into your car.

Airports:

California airports may have different rules that you must comply with if you are completing an airport pickup or drop-off trip. For information about airports in your area, please visit <http://ubermovement.com/ca-airports>.

Non-Discrimination:

You may not discriminate against riders based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable federal or state law. Such discrimination includes, but is not limited to, refusing to provide services based on any of these characteristics. Ratings of users are to be based on a user's behavior and may not be based on any of the above or other characteristics protected under applicable law.

Operating Without Proper Authority:

You MAY NOT share your personal login information for the Driver App with others. ONLY YOU may use your login information for Driver App. If you let someone else use your account, you will have your access to the Driver App deactivated.

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SAFETY DOCUMENT & SELF DIRECTED QUIZ

Car Safety

In order to comply with the law and to ensure that users of the Uber app have a safe experience:

- Always carry your Driver's License, Registration, and Proof of Insurance card whenever you drive. Make sure that you take care to renew each document prior to expiration, and to upload the updated documents to your Uber profile.
- You are required by the California Public Utilities Commission to submit your vehicle to a 19-point inspection.
- You are expected to maintain your vehicle in safe operating condition. Address maintenance issues preventatively. Pay extra attention to safety items such as lights, brakes, wipers, and tires.
- Before going online, check your vehicle for damage and verify that it is clean and ready for passengers.
- Check head, tail, and brake lights. Monitor dashboard warning lights. Do not drive if the Check Engine, Brake, ABS or Airbag lights are lit.
- Never text while driving. California law prohibits talking on any phone except a hands-free phone while driving.
- Make sure that every passenger has a seat belt.

Safe Driving Practices

In order to comply with the law and to ensure that users of the Uber app have a safe experience:

- Always obey all traffic laws.
- Focus and pay attention.
 - Don't just focus on the car ahead.
 - Monitor adjacent lanes.

- Make a habit of looking one or two blocks ahead to see trouble before it is too late to avoid.
- Maintain a safety bubble around you.
 - Keep a margin of safety all around you of five to ten feet.
 - Don't stop directly behind the vehicle in front of you.
 - If someone stops right behind you, move up a few feet.
 - This maneuver helps avoid chain reaction accidents.
 - There is a Zero Tolerance Policy for use of alcohol or drugs while driving.
- Minimize distractions.
 - Do not text and drive. It is against the law.
 - California law prohibits talking on any phone except a hands-free phone while driving.
 - Avoid other distractions such as food, drink, makeup, etc.
- Back up safely
 - Plan your entrance and exit beforehand so you don't have to back up.
 - If you must back up, use a guide.
 - If you must back up and a guide is not available, Get Out And Look (GOAL).

Keeping Your Client Safe

In order to comply with the law and to ensure that users of the Uber app have a safe experience:

- Never execute an illegal or unsafe U turn to pick up or drop off your client.
- When picking up or dropping off your client, find a safe, convenient location. Never stop in traffic or at a red zone.
- If you use navigation, minimize distraction. Input destination only while the car is stopped.
- You may request that your client refrain from any unsafe or illegal activity. If your client does not comply with polite and reasonable requests, you can end the trip and drop your client at the nearest safe location. You may submit in-app feedback to explain what happened.

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SAFETY DOCUMENT SELF DIRECTED QUIZ

1. Which of these is a safe driving practice?
 - Focus and pay attention
 - Avoid distractions
 - Never text while driving
 - All of the above

2. True or false: The law requires you to allow service animals.
 - True
 - False

3. Which backing recommendations were discussed?
 - Get out and look
 - Plan your exit in advance
 - Use a guide
 - All of the above

4. Where should you drop off your client?
 - Wherever the client asks to be let off
 - At a safe, convenient location away from traffic
 - At the corner if the light is red
 - In a bus zone, as long as the bus is not approaching

5. Which of these is NOT a valid reason to give your client a poor rating in the app?
 - Your client was impolite
 - Your client was drunk and made a mess
 - Your client had a disability
 - Your client damaged your car

6. True or false: It is illegal to accept street hails.
 - True

False

7. What is the only appropriate time to enter a destination into your GPS?

- While making a left turn
- Only while your vehicle is stopped
- Never
- While making a right turn

8. Which of the following is INCORRECT if you let a friend use the Driver App to accept trip requests on your behalf?

- You will be immediately deactivated
- You are in violation of your agreement with Rasier
- You are violating regulations
- There are no consequences

ANSWER KEY

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|---|---------------------------------------|
| 1. All of the above | 5. Your client had a disability |
| 2. True | 6. True |
| 3. All of the above | 7. Only while your vehicle is stopped |
| 4. At a safe, convenient location away from traffic | 8. There are no consequences |