

Continue to report the partner's personal insurance information in the "Vehicle" section of the crash report.

Contact Us

If your agency needs assistance or would like to work directly with DMV agents, please contact:

DMV Law Enforcement Division
Phone: (804) 367-1678 or (804) 367-1997
Email: enforcement@dmv.virginia.gov

Consumer complaints should be referred to:

DMV Motor Carrier Services
Phone: (804) 249-5130
Email: mconline@dmv.virginia.gov



Virginia Department of Motor Vehicles
Post Office Box 27412
Richmond, Virginia 23269-0001

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Transportation Network Companies

A Guide for Law Enforcement in Virginia



Virginia law regulates transportation network companies, more commonly called TNCs. These companies use a smart phone app to match passengers with nearby drivers through GPS technology. TNC drivers, called partners, operate their personal or authorized rental vehicles. Ride arrangement and payment is all done through the app. Street hails are prohibited. Although the Virginia Department of Motor Vehicles oversees TNC regulations, DMV special agents and local and state law enforcement share the duty of enforcing the new law. The following list of requirements will help you identify whether a driver is operating in compliance with the new law.

TNC Vehicles

- ▶ Must display TNC trade dress appropriately at all times the vehicle is in TNC operation, i.e., when the app is on.
- ▶ The trade dress must be that of a TNC licensed to operate in Virginia. A list of approved TNCs can be found at dmvNOW.com/carriers. The TNC-issued trade dress must comply with the requirements provided in Va. Code 46.2-2099.50(B).
- ▶ Must be a personal or authorized rental vehicle.
- ▶ Must have and retain evidence of an annual safety inspection either in Virginia or in another state with an approved safety inspection program. Visit dmvNOW.com for a list of approved states.
- ▶ Cannot seat more than eight people, including the driver.
- ▶ Must be lawfully titled and registered in Virginia or another state.
- ▶ May not have been issued a certificate of title, either in Virginia or another state, branding the vehicle as salvage, non-repairable, rebuilt or any equivalent classification.

- ▶ Must be covered under a TNC insurance policy meeting the requirements of Va. Code 46.2-2099.52, as applicable.

TNC Partners (Drivers)

- ▶ Must be a licensed driver at least 21 years of age. The driver can be licensed in another state, as long as the vehicle has a valid Virginia safety inspection or an approved safety inspection from another state. Authorized rental vehicles used to provide TNC services must be paired as the partner vehicle in the TNC app.
- ▶ Must carry a valid driver's license, a TNC-issued identification credential and insurance coverage information. The TNC-issued ID credential and insurance coverage information can be made available through the app.
- ▶ May not transport a passenger unless a TNC has matched the TNC partner to that passenger through the digital platform. Transportation cannot be provided in any other manner, and street hails are not allowed.
- ▶ May not solicit, accept or arrange transportation except through a TNC's digital platform or through a licensed TNC broker.
- ▶ May not discriminate against matched passengers based on their pick-up or drop-off locations and must comply with all applicable laws relating to nondiscrimination and the accommodation of service animals.
- ▶ May not operate on airport property unless authorized by the airport operator.
- ▶ Must submit to a background check performed by the TNC for which he drives and notify the TNC of any changes to his criminal or driving record.
- ▶ May not loan or lease a trade dress to a non-TNC partner.

Documentation a TNC Partner Must Carry

- ▶ Driver's license from his home state.
- ▶ Standard vehicle registration from his home state.
- ▶ Vehicle insurance information, which can be provided through the TNC's app.
- ▶ TNC-issued partner identification credential, which can be provided through the TNC's app.
- ▶ Proof of an annual safety inspection either in Virginia or in another state with an approved safety inspection program. This applies to in-state and out-of-state vehicles. Visit dmvNOW.com for a list of approved states.

Penalties

- ▶ Per the Code of Virginia, Title 46.2, Chapter 20, any person who knowingly and willfully violates any TNC regulation is guilty of a misdemeanor and could be subject to fines of up to \$5,000 per violation and civil penalties of up to \$1,000 per violation.

Virginia State Crash Report (FR300)

When reporting a crash involving a TNC vehicle, please select TNC within the "Special Function Motor Vehicle" section on the Virginia State Crash Report (FR300). In the pop-up bubble, enter the following:

- ▶ TNC company name – The company for which the driver is operating.
- ▶ TNC insurance company name – The driver is required to carry this information which is likely available through the TNC app.
- ▶ TNC insurance company policy number – The driver is required to carry this information which is likely available through the TNC app.