

# SENATE TRANSPORTATION COMMITTEE

## STATEMENT TO

### SENATE, No. 2136

# STATE OF NEW JERSEY

DATED: OCTOBER 27, 2022

The Senate Transportation Committee reports favorably Senate Bill No. 2136.

As reported, this bill requires a transportation network company (TNC) to promptly notify a TNC rider (rider) by electronic means when information associated with the rider's account is updated, including when a change is made to the password, email address, or telephone number associated with the rider's account. A TNC is also to provide electronic notification to a rider when the rider's account has been used to request or take an unusual number or frequency of prearranged rides or has been used to request or take prearranged rides that deviates substantially from an historic pattern of prearranged rides requested or taken by the rider. The bill requires a TNC to notify a rider no later than 48 hours after one of these circumstances has occurred.

A TNC is required to submit a written description to the New Jersey Motor Vehicle Commission (MVC) describing how the TNC will comply with these notification requirements. This description would be required as a condition of receiving a TNC permit to lawfully operate in the State. A TNC is also required to submit the written description to the MVC on an annual basis.

The bill requires a TNC to make available to riders a live customer service representative that a rider may contact 24 hours a day to resolve issues pertaining to changes made to information associated with the rider's account and to dispute charges for prearranged rides that the rider did not request or take.