
OLR Bill Analysis

sSB 415

AN ACT CONCERNING TRANSPORTATION NETWORK COMPANIES AND RIDER SAFETY.

SUMMARY

This bill makes changes in laws on Transportation Network Companies (TNCs, such as Uber and Lyft; see below) by generally requiring them to implement certain additional rider safety measures. For example, the bill requires TNCs to provide certain safety features to riders and notify them of these features.

The bill also includes various provisions specifically related to sexual assault and assault prevention, such as requiring (1) potential drivers to disclose in their application to a TNC instances of prior discipline related to allegations of sexual assault or assault and (2) TNCs to provide, and require each TNC driver to complete, an annual training on sexual assault prevention and driver education.

It also authorizes the transportation commissioner, after giving notice and a hearing opportunity according to the Uniform Administrative Procedure Act, to impose a civil penalty of up to \$250 on any TNC for each time a driver using the company's digital network fails to accommodate a potential rider with a service animal. By law, TNC drivers must (1) comply with all applicable laws related to accommodating service animals and (2) accommodate service animals at no additional charge.

Lastly, the bill delays, from January 1, 2026, to February 1, 2027, the date by which Connecticut-registered TNCs must begin to annually report certain aggregate data to the transportation commissioner (the average fare collected from TNC riders, the total time TNC drivers spent giving prearranged rides, and the total compensation paid to drivers for these rides).

EFFECTIVE DATE: October 1, 2026

TRANSPORTATION NETWORK COMPANIES

By law, unchanged by the bill, TNCs are business entities that operate in Connecticut and use a digital network (generally an online-enabled application, website, or system) to connect TNC riders to TNC drivers for prearranged rides. (They do not include taxicab certificate or livery permit holders.) TNC drivers are not TNC employees and use vehicles meeting certain requirements to provide these rides while connected to a digital network. A “prearranged ride” is one that starts when a TNC driver accepts a ride request through the digital network and ends when the rider exits the vehicle.

RIDER SAFETY REQUIREMENTS

Notice of Required Safety Features

After a potential TNC rider requests a prearranged ride, the bill requires TNCs, through their digital network, to notify the rider about any available safety features that can be used during the ride. The bill requires TNCs to provide at least the following features:

1. location sharing allowing a rider to share information about the ride with a third party;
2. an emergency assistance interface or other way to contact a public safety answering point;
3. optional audio recording, which must notify the driver when in use and comply with applicable state and federal laws on recording communications; and
4. available 24-hour support and resources for managing any ride-related incidents, accidents, or emergencies.

Under the bill and existing law, a “public safety answering point” is generally a facility that receives 9-1-1 calls and dispatches emergency response services or transfers calls to other public safety agencies.

Telemetric Monitoring

The bill requires TNCs, through their digital network, to (1) have a telemetric monitoring system capable of providing an emergency assistance interface (see above) and (2) allow a third party, through an agreement with the company, to receive, review, and respond in real time to digital network-generated notifications of safety anomalies occurring during a prearranged ride.

Under the bill, “telemetric monitoring” is the continuous, automated collection and evaluation of operational and system performance data that a digital network generates during a ride. A “safety anomaly” is generally an unexpected event, detected by a digital network, that deviates from a TNC’s performance baselines and may indicate a potential safety risk for a driver or rider (for example, indications of a vehicle accident, departure from the prearranged ride path, or prolonged period of inactivity on the digital network).

New Driver Applications and Annual Training

Existing law requires TNCs to take certain actions before allowing a person to drive for the company, including requiring potential drivers to submit an application with their name, address, birthdate, and driver’s license number and vehicle registration. The bill additionally requires the application to include a written statement disclosing whether the person has ever been suspended or permanently banned by a TNC from its digital network related to any allegation of sexual assault or assault that caused someone’s death or serious injury connected with the driver’s digital network use.

Under the bill, a “sexual assault” includes 1st, 2nd, 3rd, and 4th degree sexual assault, aggravated sexual assault, or sexual assault with a firearm. A “serious physical injury” is one that creates a substantial risk of death or that causes serious disfigurement, health impairment, or impairment or loss of bodily organ function.

The bill also requires TNCs to provide an annual training on sexual assault prevention and driver education, which they must require each TNC driver to complete. The training must include (1) information on

preventing, identifying, and reporting sexual assault and (2) instruction on appropriate interactions with riders.

Driver Identity Verification, Background Checks, and Bans

Existing law prohibits TNCs from allowing someone to work as a TNC driver for various reasons, such as certain motor vehicle violations and offenses or their inclusion on a state or national sex offender registry. The bill adds to this list failure to submit periodic identity verification when a TNC requests it through the digital network and the driver is connected to and active on the network.

The bill increases the frequency of the criminal history records checks TNCs must conduct for each person permitted to drive for the company, to annually rather than every three years as current law requires.

Additionally, the bill requires TNCs to notify (or cause to be notified) each Connecticut-registered TNC within five days after banning a driver's access to the company's digital network due to a sexual assault or assault resulting in another person's death or serious physical injury (see above) connected with the driver's digital network use. Under the bill, this notice must include the driver's first and last name, birthdate, and driver's license number.

RIDER IDENTITY VERIFICATION

Under the bill, when drivers are offered a prearranged ride, the TNC must display through its digital network whether the requesting rider (or third party requesting the ride on their behalf) is verified by the company. A TNC must designate someone as verified if the company has authenticated their identity using certain means (submission of a valid photograph, comparison of the person's account with records another party maintains, or any other method that reasonably allows the company to confirm their identity).

The bill specifies that if a driver declines a ride offer for someone who is unverified, this does not alone give the TNC grounds to take disciplinary action against the driver, including suspension or deactivation (restricting their access to the digital network).

COMMITTEE ACTION

Transportation Committee

Joint Favorable Substitute

Yea 36 Nay 0 (03/16/2026)