

**Major legislation:**

Colorado was the first state to recognize and legalize the Transportation Network Companies (“TNCs”) and its peer-to-peer ridesharing model. Instead of lumping TNCs into an existing transportation regulatory framework, the Colorado legislature recognized the unique nature of the peer-to-peer rideshare model and created a new category for this new transportation alternative.

In addition, Lyft has entered into operating agreements that recognize the peer-to-peer model with Virginia (DMV), California (CPUC), Detroit, Spokane, and the District of Columbia.

**Major areas of concern:**

- Imposition of Taxi Requirements on Peer-to-Peer rideshare: The proposed draft places Transportation Network Companies (“TNCs”) into the same category as other authorized ground transportation fleets. This existing regulatory model does not take into account the peer-to-peer rideshare model (e.g. Lyft), which relies on individuals utilizing their personal vehicles to provide rides on the platform. Thus, Lyft encourages the creation of a TNC category as has been done in Colorado, Seattle, Chicago, and many other cities.
  - Peer-to-peer rideshare relies on building a critical mass of drivers to serve the demand of the ridership. Imposing taxi-like requirements on casual drivers becomes a significant deterrent in building this supply. Furthermore, TNCs desire a platform-level licensing and permitting in order to reduce the friction for driver applicants. Additionally, any information regarding TNC drivers can be made available on a regular basis or complaint-basis for City inspection.
- Prohibitive Insurance Costs:
  - Currently, the Salt Lake City ordinance cites to the Federal Motor Carrier Safety Act in establishing its insurance minimums. The FMCSA, however, does not apply to passenger vehicles carrying less than 7 people. Therefore, Lyft strongly encourages the alternative Colorado insurance model.
  - Lyft further supports innovation in the personal auto insurance market. Thus, Lyft recommends a careful look at the Colorado model because it allows personal insurance with TNC endorsements (e.g. Metlife) to act as primary insurance.
- Elimination of Peer-to-Peer Rideshare as an Airport Ground Transportation Option:
  - By entirely barring TNC-affiliated vehicles from on-demand pick-up, the current regulatory regime restricts the number of transportation options available from Salt Lake City airport, which serves more than 20 million passengers annually. Additional transportation options should be welcome in light of the now-expired exclusive contracts.
  - Lyft would like to recommend a close look at the deal that Nashville airport brokered with Lyft, Inc.

- **Criminal Background Checks and Vehicle Checks:**
  - The current requirement of Department vehicle inspections and fingerprinting is extremely cumbersome.
  - Jurisdictions across the country allow approved third party providers to conduct criminal background checks and driving record checks (e.g. Colorado, Seattle, Virginia, California).
  - Department inspections of vehicles tend to be extremely limited in availability and require drivers to go to a set location during set periods of time. Instead, Lyft encourages either TNC inspections or approved third party inspections. (e.g. Colorado, Minneapolis, California). Moreover, Utah already has vigorous vehicle inspection checks for all personal vehicles in place, and any vehicle inspection would be an additional layer.

Areas of concern	Salt Lake City Proposed	Lyft (Peer-to-Peer Ride Share) Proposed
<b>Business License and Registration Required 5.71.050</b>	<ul style="list-style-type: none"> <li>• Obtaining a business license.</li> <li>• Paying all applicable fees associated with licensing or permitting of such business, its vehicles, and its employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Registration as a Foreign Corporation in the State of Utah.</li> <li>• Obtaining a business license as a Transportation Network Company with a platform-wide fee to cover regulatory and administrative costs.                             <ul style="list-style-type: none"> <li>○ The licensing fee could be in the form of a per-ride fee or an annually assessed fee. Either fee would be capped at \$15,000.</li> <li>○ Since Lyft does not own vehicles or have employees in Utah, the language would need to be adjusted to reflect "TNC affiliated drivers" and "TNC affiliated vehicles."</li> </ul> </li> </ul>
<b>Ground Transportation Service 5.71.060</b>	<ul style="list-style-type: none"> <li>• Except as provided in Salt Lake City Code section 16.60.097.</li> </ul>	<ul style="list-style-type: none"> <li>• Lyft needs further clarification on effects of offering prearranged rides.</li> </ul>
<b>Driver Standards &amp; Vehicle Standards 5.71.070-130</b>	<ul style="list-style-type: none"> <li>• Compliance with department rules and regulations.</li> <li>• Adhere to department rules and regulations.</li> <li>• Unauthorized solicitation.</li> <li>• Annual renewal every 2 years, with fingerprinting during</li> </ul>	<ul style="list-style-type: none"> <li>• Lyft agrees with all driver standards and vehicle standards except for the requirement of an initial fingerprinting.</li> <li>• Lyft alternatively proposes background check language from Colorado, Minneapolis, Seattle, and Virginia: allowing for a City-approved third party provider to conduct criminal background checks.</li> <li>• For example from Minneapolis: "All licensees shall perform a criminal history record check pursuant to the procedures</li> </ul>

# Rideshare Survey Results

October 14, 2014

Salt Lake City Council Meeting

# Overview of Results

## Friendliness of the Driver...

95.24% "Very Satisfied" or "Satisfied" regarding Lyft/Uber

20.64% "Very Satisfied" or "Satisfied" regarding Taxi

## Regarding average cost of a ride...

95.24% "Very Satisfied" or "Satisfied" regarding Lyft/Uber

15.87% "Very Satisfied" or "Satisfied" regarding Taxi

## Cleanliness of vehicle...

96.82% "Very Satisfied" or "Satisfied" regarding Lyft/Uber

25.40% "Very Satisfied" or "Satisfied" regarding Taxi

## Overall thoughts...

96.83% "Very Satisfied" or "Satisfied" regarding Lyft/Uber

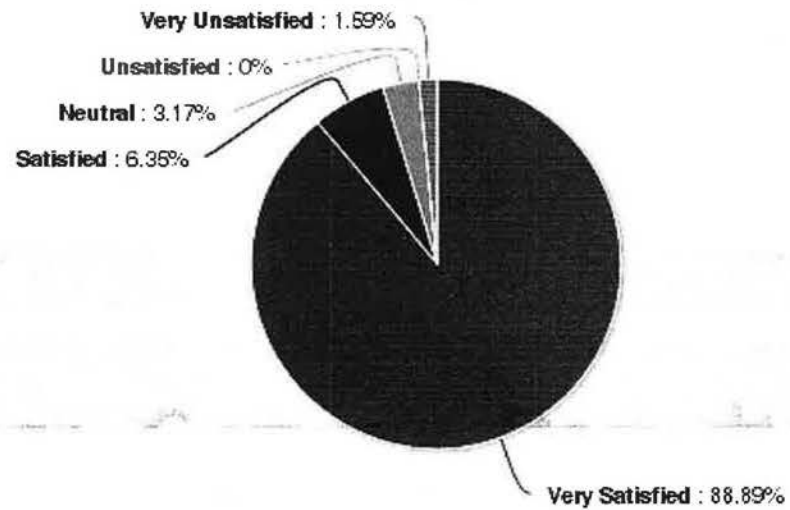
12.70% "Very Satisfied" or "Satisfied" regarding Taxi

## How long does it take for car to arrive...

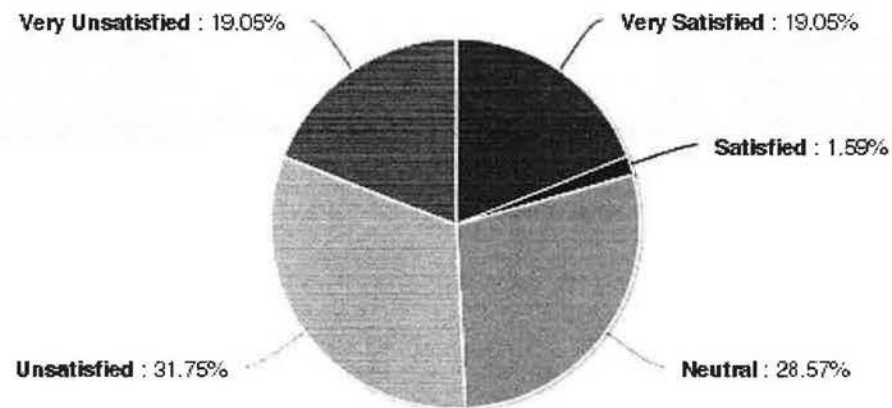
92.06% "less than 15 minutes" regarding Lyft/Uber

12.79% "less than 15 minutes" regarding Taxi

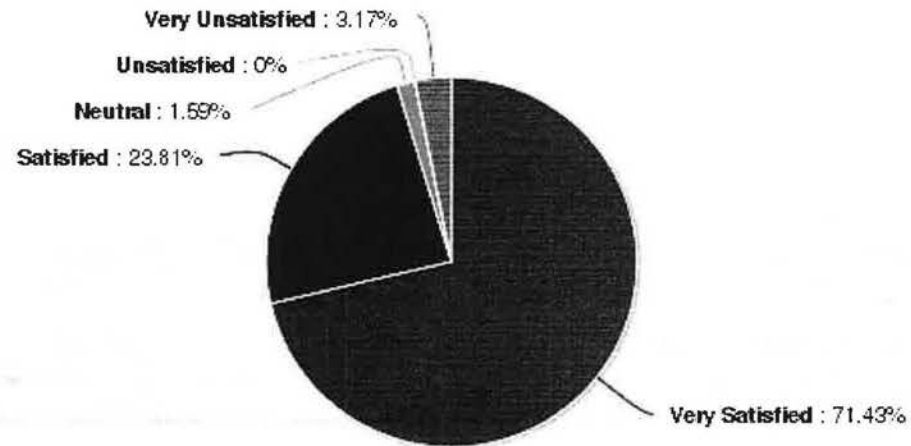
As it relates to Lyft/Uber and the friendliness of the Driver, are you...



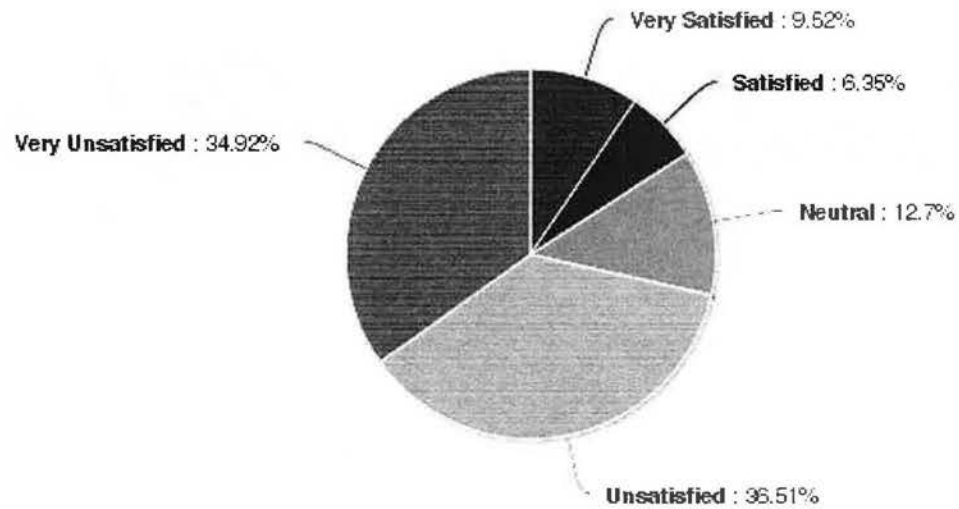
As it relates to Taxis or Traditional Transportation and the friendliness of the Driver, are you...



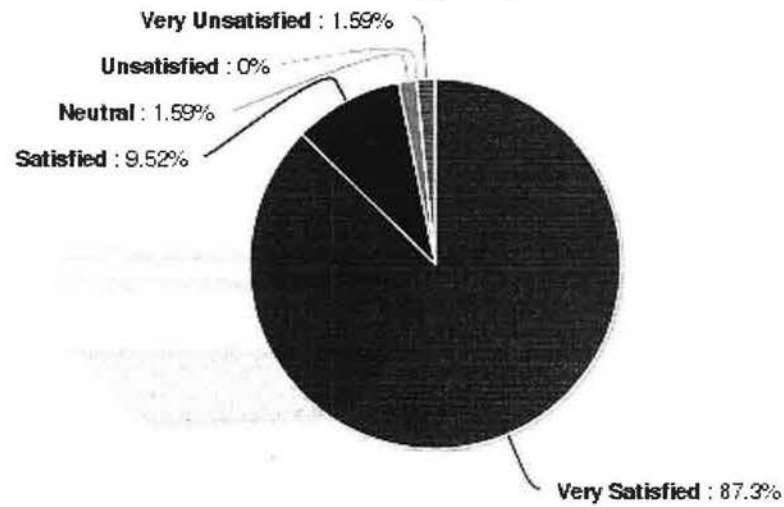
As it relates to Lyft/Uber and how much your average ride costs, are you...



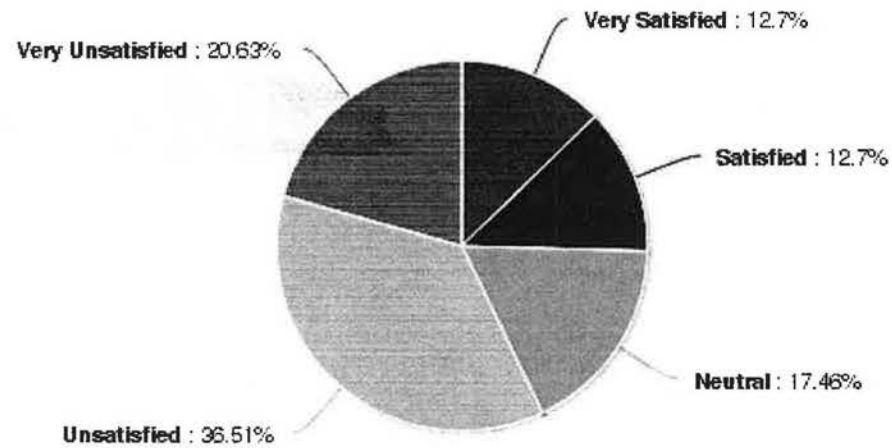
As it relates to Taxis or Traditional Transportation and how much your average ride costs, are you...



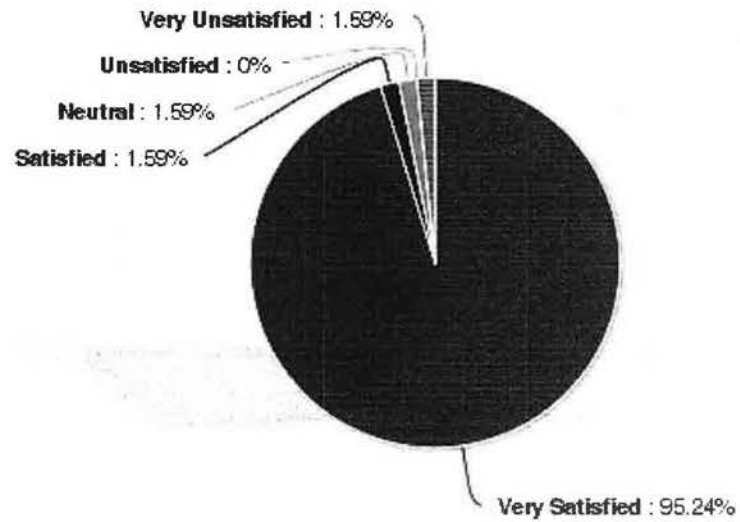
As it relates to Lyft/Uber and how clean the vehicles are normally, are you...



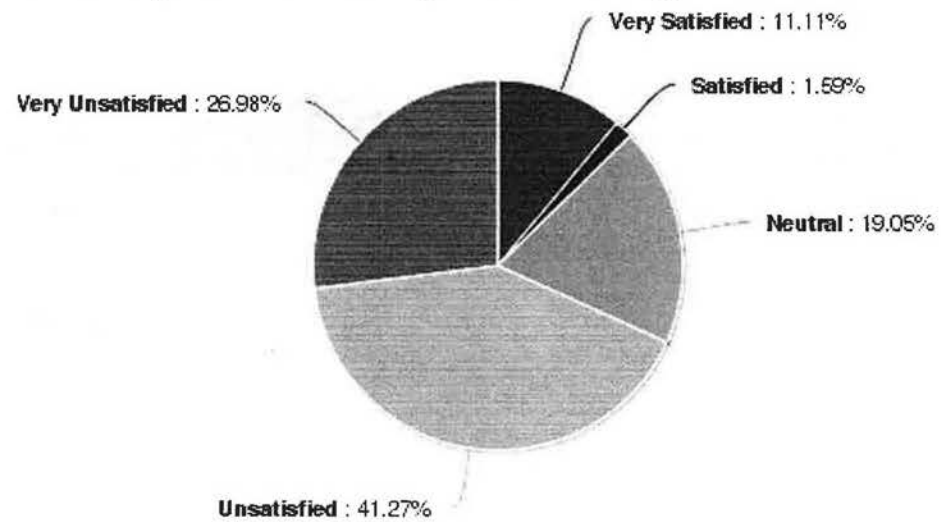
As it relates to Taxis or Traditional Transportation and how clean the vehicles are normally, are you...



As it relates to Lyft/Uber what are your overall thoughts...

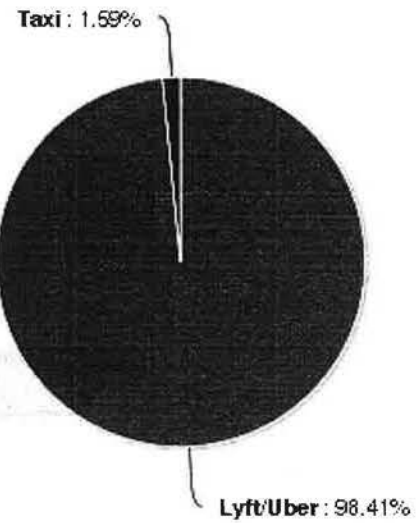


As it relates to Taxis or Traditional Transportation what are your overall thoughts...

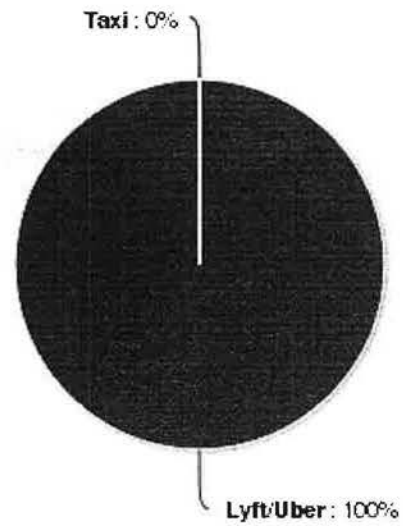




I feel more safe when taking a ride with...



If I had a choice between taking a Lyft/Uber vs. a Taxi, which would you take?



# Why do you feel more safe with a Lyft/Uber ride than a Taxi?

The vehicle is clean, the driver is typically more friendly than a taxi driver, and if there's a problem, I have the Lyft app to report anything as it happens.

They are much friendlier. They drive safer because it's their car. There is a sense of pride in Lyft and Uber drivers that there isn't in taxi drivers. I feel safer. Like they actually care about me, my schedule, my safety.

The drivers show concern for those around them, cyclists, other drivers and other pedestrians. They really care about the community and its safety. Several drivers have expressed their passion about safety within the community and about being ethical and doing what morally right by treating their passengers like family while they are in their vehicle. I've never met a cabbie who has done that!

With the background check and vehicle inspection required, I never hesitate when requesting a ride. The rating system provides a piece of mind, knowing how other riders felt with a driver. A lot better response time as well. 5-10 minute wait! Taxis have usually been at least 30 minutes every time.

For whatever reason, the drivers at uber and Lyft are professionals (their other jobs I mean) and they understand the concept of customer service. The rating system assures me that I have a voice if I'm satisfied or dissatisfied. Finally, the use of the smart technology and the ease of getting someone QUICKLY and RELIABLY cannot be matched by traditional taxis. It's actually a pleasant experience and 90% of the time a taxi ride is NOT enjoyable and costs more. What's to think about? This service helps the community be more green- you can live without a car if you have access to affordable ride sharing, thank you for supporting ride sharing!

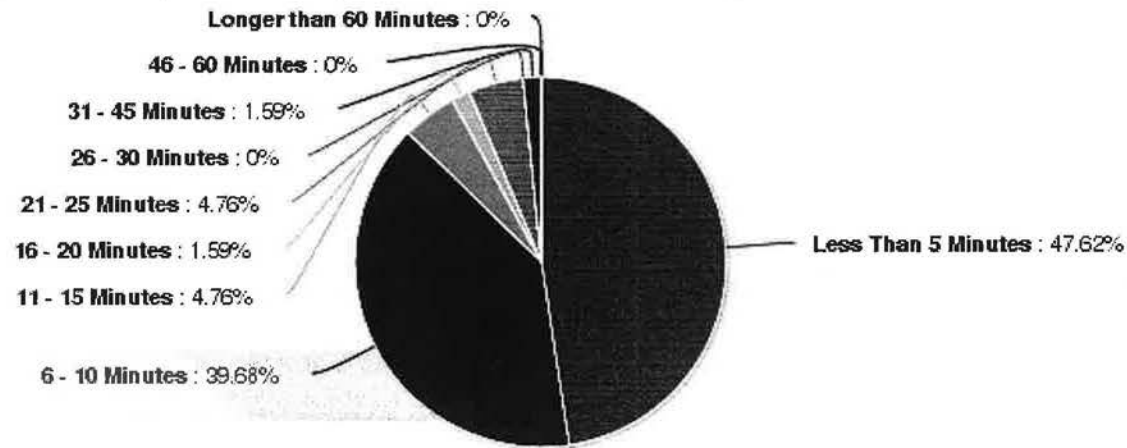
The drivers operate their own vehicles and are so much more cautious and courteous when driving. I've been very impressed with their driving skills too. They are far better drivers and much easier to deal with than the rude cab drivers I've ridden with. Cab drivers seem to be in a crazy hurry to get my money and get me out of their cab.

Because a taxi didn't show up after repeated calls and 2 hours and I was a victim of a crime while walking home. Lyft and Uber drivers show up within minutes, not hours.

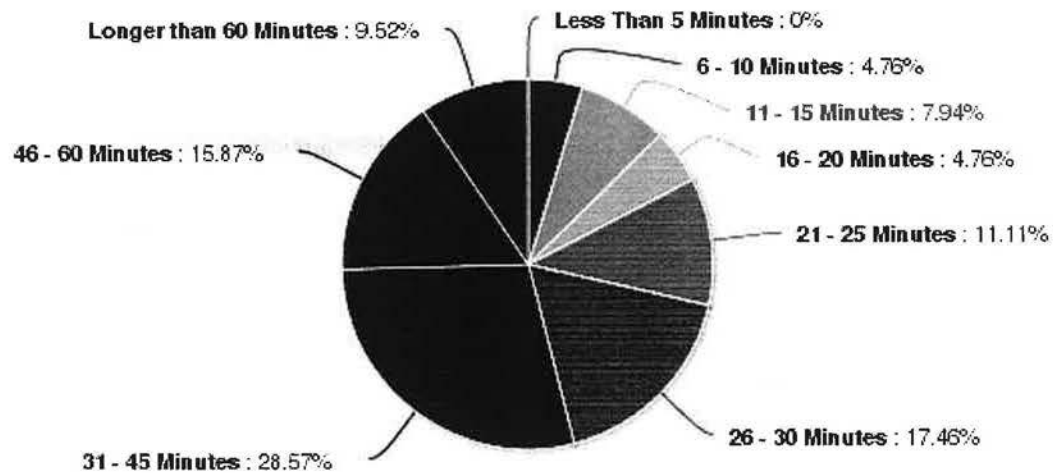
Because I know that this person has gone through an extensive background check and I can see what they look like before they pick me up. Having a conversation with a Lyft driver is like chatting with a friend, not riding in a car with a stranger, which is what I've often felt when riding in a cab.

Ride shares are way faster and way more reliable than a taxi. That is if the taxi even shows up. The people are way more nice, and cars are reliable.

On average, how long do you normally wait for a Lyft/Uber to arrive after calling for a ride?



On average, how long do you normally wait for a Taxi to arrive after calling for a ride?



# Why do you prefer Uber/Lyft vs. a Taxi?

Much cleaner, nicer drivers, clean cars, PLUS I can never get through on weekend nights to call a taxi anyways.

Its cheaper, they show up quicker. I can track my driver to his arrival. I am not waiting on the phone for over thirty minutes. The driver actually shows up on time. The cars are nicer as well.

Because I know for sure that they will show up and not abandon me like so many taxis have done in the past.

The rides come in minutes or even seconds compared to 30 minutes or longer

There is little to no taxi service downtown at peak times. I have had to wait 1.5+ hours for taxi service before. For a city of it's size this needs to be changed.

They are incredibly faster than a taxi and they actually come to pick you up. I've waited an hour for a taxi before and have also been stranded by them saying "I'm on their list," but no taxi ever showed up. I also appreciate that I can rate the drivers and if I encounter a driver I don't like or feel uncomfortable with (which hasn't happened yet) then I can rate them down so they don't get my ride notifications. I also support innovative business that add value to a community. I feel like taxi companies in SLC are just another big corporation wanting to squash their smaller competition.

I can expect Lyft or Uber to arrive within 15 minutes of my request and be happy to see me. The technology is amazingly efficient too. I know they have great insurance coverage, I feel safe with them driving and I have fun meeting new drivers with every ride. I'm so glad they're here!

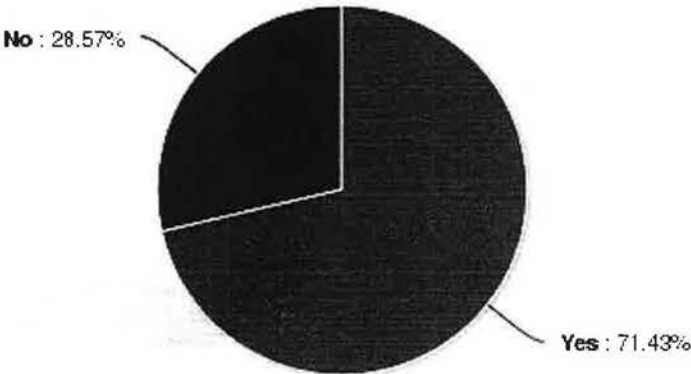
If I had a nicer car I would be signing up for it myself so I know it is other people like me who just want to help out others & make some extra money in their spare time. It also doesn't have the same feel as a public toilet seat as I often do in a taxi.

Taxis take forever and the drivers are rude.

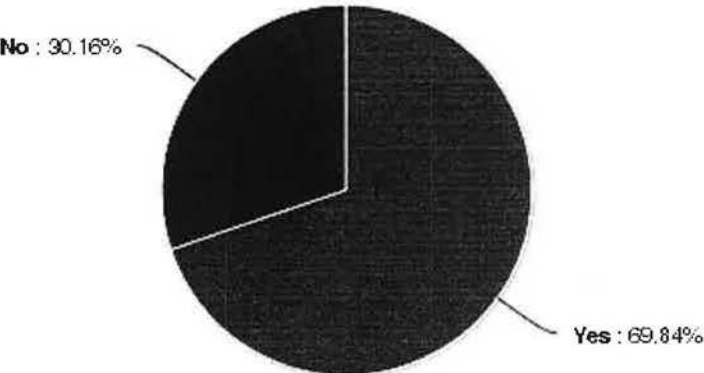
Cheaper, safer, faster and they take credit cards!

I feel safe with UBER and they are cheaper much MUCH more friendly!

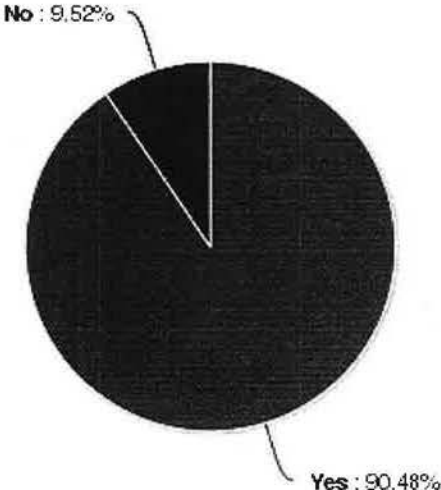
Do you support having a Lyft/Uber Driver get a background check through the Ground Transportation Authority?



Do you support having a Lyft/Uber Drive having their vehicle inspected through the Ground Transportation Authority?



Have you recommended Ride Sharing to your Friends, Family, or Co-Workers?



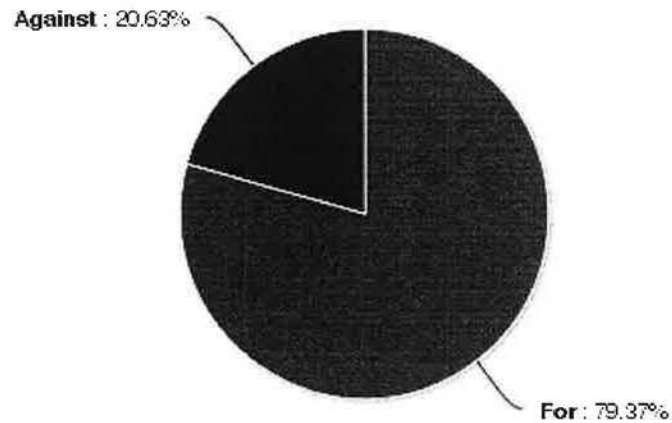
Do you utilize a wheelchair?



Do you feel that Lyft/Uber should be able to pickup a passenger at Salt Lake City International Airport?



When taking a Taxi or Ground Transportation Vehicle from/to the airport there is a nominal fee (less than \$2) per vehicle. If Lyft/Uber





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**STATEMENT OF THE  
NATIONAL LIMOUSINE ASSOCIATION  
RELATING TO TRANSPORTATION NETWORK COMPANIES**

**EXECUTIVE SUMMARY:**

The National Limousine Association (NLA) believes that the underlying purposes for regulating the passenger transportation industry should be applied in the public interests to all operators of passenger transportation. This includes Transportation Network Companies (TNCs).

The public and regulatory interaction with TNCs continues to suffer from misperceptions that affect the safety of the public, the consumer rights of the passengers, the fair treatment of TNC drivers, and the fair application of laws towards bona fide operators of passenger transportation.

Some TNCs have elected not to uphold the same duties as bona fide passenger transportation operators on the grounds that they are merely providing a web-based application that introduces drivers and passengers. Since the facts belie this assertion, the NLA is opposed to treating TNCs as if they are outside of the traditional passenger transportation industry and thus exempt from having to comply with legal and insurance requirements that are designed to protect passengers and the public.



The National Limousine Association (NLA) has carefully examined the burgeoning segment collectively referred to as Transportation Network Companies (TNCs) and has adopted the following position.

**1. Scope.** TNCs are diverse as to the extent to which they self-regulate or implement requirements upon their drivers. For the purpose of this statement, the NLA defines a TNC as an organization that provides for-hire on-demand or pre-arranged passenger transportation services using an online-enabled software application (app) to connect drivers. Some TNCs are networks that connect passengers to drivers that are operating their own personal vehicles.

In order to qualify as a driver, some TNCs require that an applicant attest that he has obtained the necessary operator's license and auto insurance; the TNC does not independently verify this. Some TNCs permit drivers to participate in the network with a personal operator's license and personal auto insurance rather than commercial auto insurance. Some TNCs do not obtain the necessary authorities to operate at airports, as a taxi, or as chauffeured transportation.

Our position relating to TNCs as set forth in this Statement strictly concerns those TNCs that:

- a. dispatch passenger transportation assignments to drivers that use their own personal vehicles or that use the vehicle of an employer beyond the scope authorized by that employer;
- b. do not independently verify the validity and currency of an applicant's operator's license and auto insurance;
- c. do not require commercial auto insurance by the driver; and
- d. do not obtain the necessary authorities to operate at airports, as a taxi, or as chauffeured transportation.

**2. Insurance.** The NLA observes that critical members of the TNC industry continue to experience a shortfall in maintaining adequate insurance.

Here is one example of the level of coverage required for a bona fide chauffeured transportation operator: In California, the Public Utilities Commission requires every carrier of passengers to carry \$750,000 per vehicle in insurance coverage for payments against personal bodily injuries, and damage to property. This is the minimum level of coverage, applying to vehicles with a seating capacity of seven passengers or less; the requirement goes as high as \$5,000,000 for an operator that has any vehicle in its fleet with a seating capacity of 16 passengers or more,

The NLA notes that there is considerable state by state variation in commercial insurance requirements; but regardless of state law, bona fide passenger carriers are required to carry appropriate insurance for the protection of passengers and third parties.

Because of this requirement, a member of the public that brings a claim will be able to access resources that will provide restitution.

By contrast, some TNCs expressly permit individuals to perform commercial transportation on behalf of the TNC with only personal liability or automobile insurance.

**a. Personal Auto Insurance Carriers May Not Cover A Claim For A For-Hire Transportation Event.** Personal auto insurance is for personal use and is not, as a product, designed to cover commercial usage. While there is a business use exception that permits an employee to use his own vehicle for business use while enjoying coverage, this does not apply to vehicles that are themselves the business. Personal auto insurance will most likely not cover a vehicle that is used to carry passengers for a fee.

There is therefore a substantial risk that, in an event that leads to a claim, an insurance carrier will deny coverage on a personal auto insurance policy. The informal opinion of the National Association of Insurance Commissioners (NAIC) is that, if a vehicle engaged in the for-hire transportation of passengers was involved in an accident while carrying only personal auto insurance, there is a high probability that the carrier would deny coverage, drop coverage, or both in turn. In one well-reported instance, a TNC-dispatched driver crashed into another vehicle, and the TNC passengers suffered serious injuries to their heads, necks, and backs. The TNC-dispatched driver's insurance company responded that it would not cover the accident because his personal auto policy did not cover his commercial passenger transportation trips. The TNC then denied coverage, stating that their damages were the driver's responsibility. The passengers have had to file suit against the TNC.

In that same informal opinion, the NAIC suggested that a for-hire vehicle is operating outside of the scope of personal auto coverage the moment that a driver's TNC app is turned on. Thus, even when the driver is not actually hauling a passenger, he is acting in a commercial manner due to the fact that his TNC app is activated, thereby signaling his availability to be dispatched.

**b. Passengers and State and Local Governments May End Up Subsidizing This Shortfall In Commercial Insurance Coverage.** The victim of a TNC-dispatched driver's negligence then becomes a substantial expense to the state. State funds, the NLA notes, are not unlimited. But such as they are, they are funded in part by the taxes dutifully paid by bona fide passenger carriers.

One party that does not appear to experience much liability for the negligence of a TNC-dispatched driver is the TNC itself. In several cases, TNCs have disavowed liability on the pretense that the TNC is merely a software app and not the passenger carrier. While TNCs do carry secondary insurance, the NLA is not aware of a single claim that this insurance carrier has approved, much less paid.

Also, there is a substantial gap in coverage that may leave some victims unrecompensed by the party at fault. If a TNC-dispatched vehicle incurs liability while driving his own vehicle, and does not have commercial auto insurance, then on that basis, a member of the public may be injured without the access to proper restitution from the TNC or driver.

Since TNCs have already denied responsibility on the basis that the driver is independent and does not work for the TNC, it therefore stands to follow that the driver, acting independently is working directly for the passenger. The NLA is concerned that an innocent victim could bring claims against the passenger(s) of the TNC-dispatched vehicle, having no proper redress from the driver. In fact, such suits are already becoming a fact of life. In *Lawrence v. Uber Technologies, Inc.*, for example, a bicyclist was struck by a car door operated by a TNC-dispatched driver. The bicyclist filed suit against the TNC, the owner of the vehicle, and the passenger.

We therefore additionally question whether the passenger that steps into an under-insured vehicle fully understands that he may have adopted the liabilities that the driver, his personal auto insurance carrier, and the TNC have abandoned.

**3. Safety.** The bona fide passenger transportation industry has historically been held to a duty of care. This duty of care requires a person to adhere to a standard of reasonable care while performing any act that might foreseeably cause harm to others if handled negligently. Unlike the bona fide passenger transportation industry, some TNCs attempt to suggest that the duty of care does not apply to them.

While many TNCs profess that they conduct a criminal background check, many do not independently verify the driver's attestation relating to the currency of his operator's license or the sufficiency of his auto insurance. In San Francisco, a TNC driver allegedly punched a pedestrian. A pedestrian child was struck and killed by a TNC driver in San Francisco. Another pedestrian was struck with an injury to her leg – in which story the TNC and the driver's auto insurance denied responsibility. News agencies have published stories of passengers alleging that they have been physically or sexually assaulted by TNC drivers the metropolitan areas of Seattle, Los Angeles, Washington, D.C., and Boston among perhaps others.

Concededly, these unfortunate events could have happened at bona fide transportation entities. However, the NLA believes that the incidences described here are in higher proportion in TNCs than in regulated transportation industries such as taxi and chauffeured transportation. The NLA further believes that these events could have been avoided if TNCs faced the same regulations as other regulated transportation industries.

But perhaps most importantly, unlike bona fide passenger transportation operators, the TNCs do not accept responsibility for the conduct of their drivers on the pretense that the TNC is merely providing an app, not the car and driver.

**4. False Advertising.** The NLA believes that the majority of the passenger public are misled or kept unaware of critical facts that would otherwise affect their consumer behavior. First, most passengers that summon a TNC-dispatched vehicle probably believe that the TNC is the carrier. Second, most passengers either believe that the driver has proper commercial auto insurance or that the TNC has proper commercial auto insurance. In fact, as discussed above, this is not likely to be the case. Most passengers probably do not believe that they may enjoy personal risk exposure when hiring an under-insured commercial driver.

Most passengers are probably also unaware that the tip or gratuity that TNCs charge does not necessarily make its way in full to the driver. This has been the subject of several enforcement actions by states' attorneys general, including New York. Bona fide chauffeured transportation operators disburse the entire gratuity or tip to the driver or else clearly inform the passenger as to the portion of a gratuity or tip that is being retained as a service charge.

One prominent TNC advertises cars that work through its app as its "fleet." *O'Connor v. Uber Technologies, Inc., et al.* If it is not true that these cars and drivers are under the TNC's control, then the TNC is deliberately perpetuating the perception that the cars and the drivers are under the direct control of that TNC. However, if, as NLA suspects, it is true that the car and the driver fall within the TNC's "fleet," then this constitutes additional evidence that the relationship between the TNC and driver are not independent, but, more properly, employer and employee.

**5. Independent contractors.** Some TNCs believe that they are neither engaging an employee nor an independent contractor.

The NLA is well aware that this is incorrect. TNC's direct drivers in how to perform their work, including where to go, when to get there, and where to deliver a passenger. TNC's direct the driver as to how much to charge. The driver does not have any independence on these matters.

In addition, TNC's collect payment from the customer and remit payment to the driver. Some TNCs provide financing or financing insurance for a driver's acquisition of a car.

The jurisprudence on independent contractors is well established. On the basis of the foregoing facts, these TNCs are enjoying the benefits of employing the TNC-dispatched drivers, without the responsibility of employment taxes or unemployment insurance payments.

**a. Tax implications.** As a consequence, these TNCs do not withhold state or federal income tax. The states incur costs for passenger transportation, including maintenance of bridges and roads, police enforcement of safety laws, and administrative costs associated with regulatory industries like taxis and bona fide chauffeured transportation. These costs are borne in part by the taxes paid by bona fide chauffeured transportation operators.

**b. Unemployment insurance.** In addition, unemployment is a social burden that affects local, state, and federal government. For this reason, bona fide employers are expected to maintain unemployment insurance premiums through their state unemployment insurance commission. Some TNCs do not maintain any unemployment insurance on the grounds that drivers are merely using the TNC's software app, the driver is not working for the TNC as an employee or independent contractor.

**c. Workers compensation.** In addition, and perhaps most critically, these drivers do not benefit from workers compensation coverage, another critical social net that was designed to protect employees and society from the problems associated with destitution.

**d. Overtime.** The courts and the U.S. Department of Labor have concluded that dispatchers that accept payments from passengers, deduct from payments for administrative costs, and that gave assignments regularly to drivers are employers. A suit is currently pending before the federal court in the Northern District of California, see *O'Connor v. Uber Technologies, Inc., et al.*

**6. Numerous Jurisdictions Have Interceded With TNCs.** NLA's position on this issue is shared by a significant number of pro-active jurisdictions. To NLA's knowledge, cease and desist orders or regulatory action has been issued or considered at one time or another by the Cities of Austin, Dallas, Minneapolis, Philadelphia, San Francisco, Los Angeles, Chicago, Cambridge, Detroit, and Seattle; the District of Columbia; the Commonwealth of Virginia; and the States of Maryland, Michigan, New York among perhaps others. While this list continues to change, at the time of this writing the sheer numerosity of jurisdictions that have, in some way, expressed concerns about the conduct of some TNCs demonstrates the significance of the current problem.

7. **NLA's Position.** Bona fide passenger carriers adhere to a duty of care towards passengers and the public. NLA believes that the common law principle of a duty of care, along with regulatory and insurance requirements, should be applied to TNCs as well in order to further the interests of passengers, drivers, and the public.

NLA believes that local, state, and federal government enforcement agencies should take the necessary measures to enforce existing rules and that local state and federal lawmakers should promulgate the necessary laws to protect the public against TNCs that: a.) do not require their drivers to maintain the operating authorities that are required of taxis or chauffeured transportation; b.) do not require their drivers to maintain the proper commercial auto insurance that is required of all other passenger transportation; c.) do not themselves maintain the necessary commercial auto transportation required of other forms of commercial passenger transportation; and d.) attempt to deny liability for the actions of their drivers which they have clearly directed and profited from on the pretense that they are not responsible for the acts or omissions of their drivers.

Respectfully,



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[www.limo.org](http://www.limo.org)  
[www.nlaride.com](http://www.nlaride.com)



Support and Shelter for  
Overcoming Homelessness

# Newsletter



## Thank you Chief Burbank!

On behalf of everyone involved in our agency, I would like to personally thank Chief Chris Burbank of the Salt Lake City Police Department.

Over the past couple of years we have been working with the Downtown Alliance, the City, and the police department to clean up Rio Grande Street. This summer, under Chief Burbank's thoughtful leadership, the environment along the Rio Grande Corridor and 500 West in Salt Lake City has improved dramatically. With the support

of his team, Chief Burbank and his officers have applied a brilliant enforcement/service strategy that has yielded measurable results.

**WITH THE SUPPORT OF HIS TEAM, CHIEF BURBANK AND HIS OFFICERS HAVE APPLIED A BRILLIANT STRATEGY THAT HAS YIELDED MEASURABLE RESULTS.**

Those dealing drugs have used our neighborhood's easy access on and off the Interstate as their lucrative profit center. While taking advantage of the high volume of buyers coming to them in vehicles from across the Wasatch Front, these dealers could also prey upon some of people who turn to our agency for services who had become destitute as a result of their addictions.

Chief Burbank's team has effectively sorted through the complexity and with great precision targeted the predators attempting to hide among our brothers and sisters in need. As a result of Chief Burbank and his dedicated team, those of us frequenting the Rio Grande Corridor have witnessed its improved aesthetics, health, and safety.

This is no easy task, nor are the issues plaguing our society so simple as to be conveniently addressed overnight. But Chief Burbank's ingenuity in aggressively rooting out the criminal element metastasizing in our neighborhood has made it possible for us to provide a new and expanded outreach program, targeted to reach people in need on our streets. Chief Burbank has simultaneously collaborated with the city, the Downtown Alliance, and with agencies like ours who are devoted to helping members of our community in need. This feat truly embodies the essence of what it means to serve and protect.

**THIS FEAT TRULY EMBODIES THE ESSENCE OF WHAT IT MEANS TO SERVE AND PROTECT.**

All of us at the Road Home would like to thank you Chief Burbank and your devoted team at the Salt Lake City Police Department. ■

Matt M. Minkevitch  
Executive Director - The Road Home



# INTRODUCING SET

Early this summer, The Road Home launched a new program, the Street Engagement Team (SET) which is funded by the Salt Lake County Council of Governments (COG). The Road Home and its partners developed the SET program to respond to the need for services from individuals who congregate on the streets and parks in the shelter neighborhood. The goal of the SET is to help vulnerable and chronically homeless individuals into their own home and con-

nect them with needed community services.

SET consists of two staff members each from The Road Home and Volunteers of America, Utah. Team members interact with people on the streets each day. As team members meet with people they assess how vulnerable they are in their current living situation and what we or our partner agencies can do help. It can take time to develop a relationship of trust with individuals. A first connection

may be helping the individual get a nutritious meal, or address a medical need. A key component of their work is to assess and prioritize individuals with the greatest medical and behavioral health vulnerability and help our housing team to get those individuals housed. This team is doing incredible work every day. Thanks to COG and our partners for their support. ■

**THE GOAL OF THE SET IS TO HELP VULNERABLE AND CHRONICALLY HOMELESS INDIVIDUALS INTO THEIR OWN HOME AND CONNECT THEM WITH NEEDED COMMUNITY SERVICES.**

## SUMMER HIGHLIGHTS

The Road Home has been busy this summer with our incredible volunteers and events! Here's a look at what we've been up to.

The Salt Lake Board of Realtors once again hosted Christmas in July at the shelter! Backpacks filled with goodies for the children

were generously donated. Santa and Mrs. Claus came down from the North Pole to hand them out and give sleigh rides.

Our wonderful Board of Trustees and committees who put on an amazing BBQ for our residents on Tuesday August 5th! They fed over 700 residents with delicious hot dogs and hamburgers! A special thank you to Richard Humpheries and the LDS Church for their amazing grilling skills and continuous support!

Ace Recycling & Disposal held their 7th Annual Charity Golf Tournament, "Tee Off for Shelter," a benefit tournament for The Road Home. We are so grateful for the incredible support of Ace and all the great golfers that came out to support us!

This year we were honored to be a part of Rose Exposed! This amazing charity performance, centered around the idea of home, was the product of the combined efforts of the Gina Bachauer International Piano Foundation, Plan-B Theatre, PYGmalion Theatre Company, Repertory Dance Theatre, Ririe-Woodbury Dance Company and SB Dance. Thank you so much for including us in your talented community! ■

**THANK YOU SO MUCH TO ALL OUR WONDERFUL VOLUNTEERS! WE ARE SO GRATEFUL FOR ALL YOUR SUPPORT!**

## SOME BIG NUMBERS

9

dollars can give someone shelter for a night

30

dollars can give a family shelter for a night.

87

percent success rate in our family rapid rehousing program

## SUCCESS STORY



Seeing the children receive their back to school clothing and supplies from the Apple Tree Program is something I will never forget. As the children received their new supplies, I was overwhelmed by the happy faces and shrieks of joy of the kids and parents alike.

One little girl in particular caught my attention. As a volunteer went through the girl's new backpack with her, the girl just smiled shyly taking in each new clothing item. As I watched, the volunteer started to pull out the next item in the backpack. The little girl's eyes got big as she reached for the item the volunteer held. "Look Mom!" The little girl yelled ecstatically, "New underwear!"

This moment has changed my life forever. It was engrained in me how the simplest and most basic seeming thing, has an immeasurable impact on a life. I am truly grateful to all of the incredible donors whose donations truly touched and changed the lives of each of the children and their families.

# 2014 CHILI AFFAIR



## HIGHLIGHTS

This year is going to be bigger and better than ever! We wanted to keep you posted on some of the highlights:

Our Silent Auction is turning out some incredible items. We are especially excited for the astounding playhouse that has been so generously constructed and donated by Hogan Construction.

This year's entertainment will include the talents of the Green Grapes Band, The BBoy Federation, Utah Urban Dance Organization, Disc Connection Inc., and Elias "Lefty" Caress.

The supervised children's area will include a fun petting zoo!

Our incredible chefs include Cali's Natural Foods, Catering by Bryce, Iggy's, Cantina Southwest Grill, Intermountain, Red Iguana, St. Mark's Hospital, Utah Foods, Fiddlers Elbow, Blue Boar Inn, Grand America, Riverhorse on Main and there are still more to come!

We are also thrilled to have District Attorney Sim Gill, Karli Bird - Miss Draper 2014, Lauren Kirton - Mrs. Utah United States, Lizzy Palmatier - Miss Sandy 2014, Mayor Ben McAdams, Mayor JoAnn B. Seghini, as our distinguished celebrity judges!

## TICKETS AND TABLES

Tickets and tables are now on sale for this fun family tradition! Please visit our website [theroadhome.org](http://theroadhome.org) to learn more and reserve your spot today!

**In order to reserve your table, tables must be purchased by September 26.**

## VOLUNTEERS

We are still in need of volunteers for our 2014 Chili Affair! For more information or to sign up to volunteer please contact Alicia Gates at [agates@theroadhome.org](mailto:agates@theroadhome.org).

Follow us on Facebook, Twitter, and Instagram for up to date information on the 2014 Chili Affair! #TRHChili



# UPCOMING EVENTS

## QUILT SHOW IN THE BARN

SEPTEMBER 27 // 10AM - 5PM

2520 EAST WALKER LANE

ADMISSION \$5

ALL PROCEEDS BENEFIT  
THE ROAD HOME



QUILT TO BE AUCTIONED AT THE EVENT

## THE 28TH ANNUAL GREAT SALT LAKE CHILI AFFAIR

OCTOBER 1 // SALT PALACE

TICKETS CAN BE PURCHASED AT  
[WWW.THEROADHOME.ORG](http://WWW.THEROADHOME.ORG)

## 2ND ANNUAL SHOPPING EXTRAVAGANZA

OCTOBER 11 // 10AM - 4PM

OUTLETS AT TRAVERSE  
MOUNTAIN

TO PURCHASE TICKETS PLEASE  
VISIT [OUTLETSATTRAVERSE.MOUNTAIN.COM](http://OUTLETSATTRAVERSE.MOUNTAIN.COM)

ALL PROCEEDS BENEFIT  
THE ROAD HOME



## CANDY CANE CORNER

INFORMATION COMING SOON

## HOLIDAY MEDIA-A-THON

DECEMBER 18-19, 2014

# SPECIAL THANKS

## IN HONOR OF:

- Alison Doyle
- Al and Joan Eggert
- Bruce White
- Charlotte & Lillian Brown
- Judge John Baxter
- Lynn Tahbaz
- Taylor Wicker
- X-96 The Radio from Hell Show

## IN MEMORY OF:

- Betty Boyes
- Chad Nathaniel Shewell
- David Greely
- Florence Halliday
- Frank Brown
- Jacob Bleak
- Ramona Adams

\*Future "In Honor" and "In Memory" lists will be posted on our website.



# HOME IS HOPE.



210 S. Rio Grande Street  
Salt Lake City, UT 84101

NONPROFIT ORG.  
U.S. POSTAGE  
**PAID**  
S.L.C., UT  
PERMIT NO. 4770

## THE ROAD HOME'S MOST URGENT NEEDS ARE:

- blankets
- socks
- coats
- underwear
- towels
- diapers & wipes

All donations can be delivered to The Road Home from  
7:00 AM - 7:00 PM, 7 days a week.

To view full donation needs, visit us online: [www.theroadhome.org/needslist](http://www.theroadhome.org/needslist)



210 S. Rio Grande Street  
Salt Lake City, UT 84101

TEL Administration: (801) 359-4142  
TEL Development & PR: (801) 819-7297  
FAX: (801) 359-4178

[WWW.THEROADHOME.ORG](http://WWW.THEROADHOME.ORG)

Follow us on:





“The well-being of any of our neighborhoods, whether that’s strictly criminal activity, or whether it’s just disorder that makes people feel uncomfortable, is the concern of the police department. And we will continue to work in this area, ... and, I promise you, over the next month, you will see a dramatic change in the police response and the number of resources that we have in the area.”

– Chris Burbank, Chief of Police

# Metro Support Times

News from Metro Support Bureau



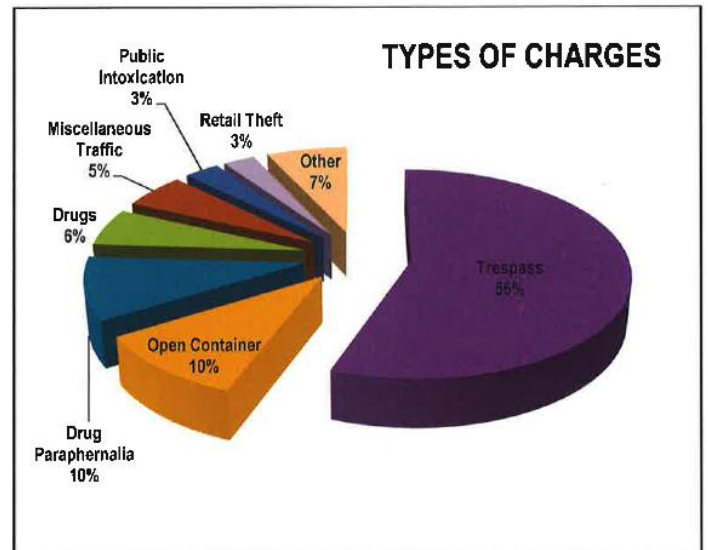
**INSIDE THIS ISSUE:**

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## Metro Support Bureau: first 28 days

*Sunday, July 6, 2014:  
Day 1 of the Metro Support Bureau. (MSB).*

The Metro Support Bureau is designed to be flexible and scalable in response to the primary public safety issue facing the city. The bureau's first mission: tackling criminal activity in the area from North Temple to 700 South, Interstate 15 to State Street. Department statistics show that a significant percentage of police service requests originate in the area—due in no small part to drug buyers and sellers concealing their criminal activity among homeless individuals who seek assistance from social service providers headquartered there.



*“What we need to work on is separating those individuals who are committing crimes in the area from those individuals who live, work and play in the area – and that includes our homeless population.”*

Chris Burbank,  
Chief of Police

From July 6–Aug. 2, MSB officers B were responsible for 886 arrests, including:

- 493 misdemeanor citations

- 393 jail bookings
- 275 misdemeanor
- 493 felony charges.

## How to join our email list.

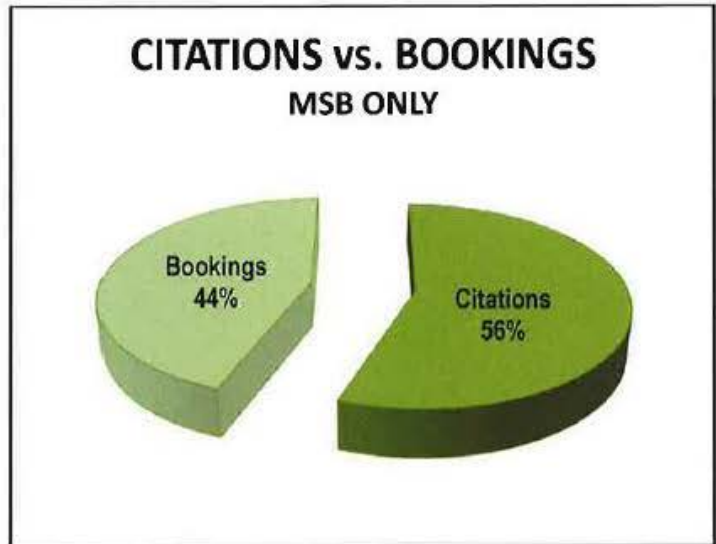
If you have information on problems, news stories or want to send us your ideas email us at [MetroSupportIssues@slcgov.com](mailto:MetroSupportIssues@slcgov.com).

If you are reading this on a paper copy of the new letter, you can sign up to receive future bimonthly Metro Support newsletters in your email. Register your information by sending your email address to [MetroSupportIssues@slcgov.com](mailto:MetroSupportIssues@slcgov.com) asking to be added to our newsletter list.



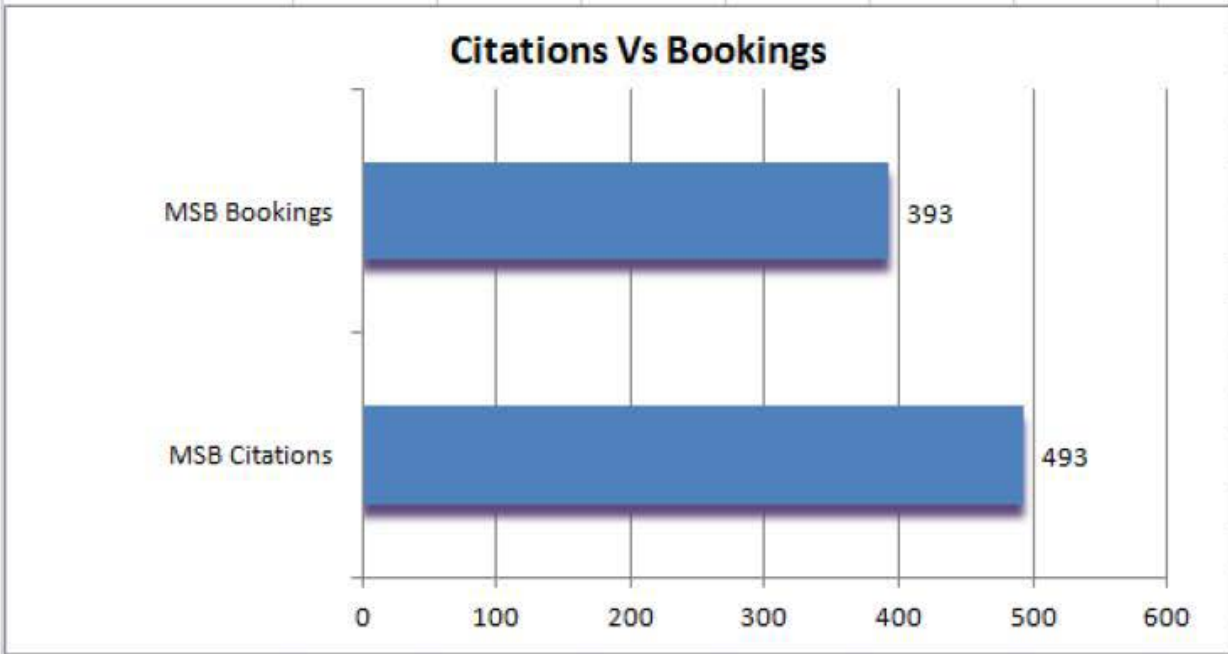
**CITATIONS vs. BOOKINGS - MSB ONLY**

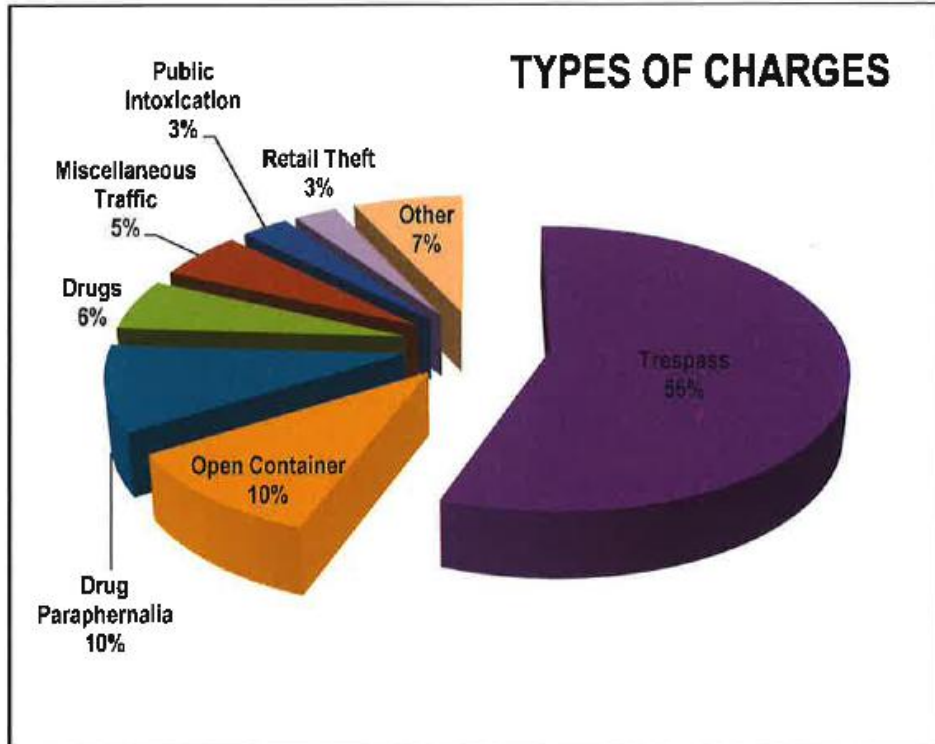
493 = Misdemeanor Citations  
393 = Jail Bookings  
886 = Total Arrests



**CITATIONS vs. BOOKINGS - MSB ONLY**

MSB Citations	493				
MSB Bookings	393				
MSB Total Charges	886				

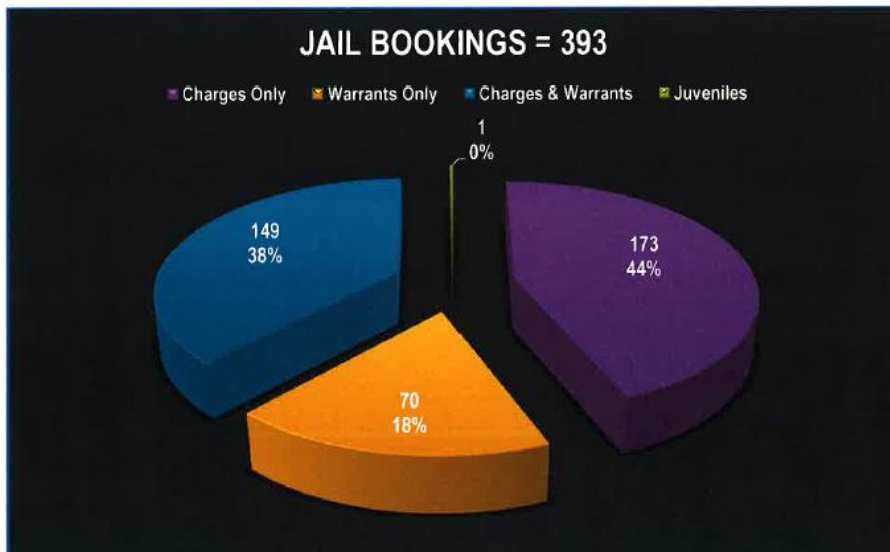




**NUMBER OF BOOKINGS:**

- 173 = Charges Only
- 149 = Charges & Warrants
- 70 = Warrants Only
- 01 = Juveniles
- 393 = Total Bookings**

*The bureau's first mission: tackling criminal activity in the area from North Temple to 700 South, Interstate 15 to State Street.*



# Issues Identified

**ISSUES:** One of the first issues identified in the Metro Support Bureau was the need for numerous environmental improvements or changes.

**ACTION:** Crime prevention through environmental design, also known as CPTED, is an approach to problem-solving that considers environmental conditions and the opportunities they offer for crime or other unintended and undesirable behaviors.



Environmental improvements MSB has tackled during the first 60 days:

- 1) Parking on Rio Grande Street
- 2) Tree Trimming on Rio Grande Street and 300 South
- 3) Lighting in the Weigand Center courtyard
- 4) Park strip repair on 500 West from 150-200 South
- 5) Temporary fencing on the 200 Southside of The Road Home’s playground (eliminating the constant illegal drug use/sales)
- 6) Wind screening on the playground fence to block the ability for people to discard drugs and paraphernalia onto the playground
- 7) Discussions with volunteer groups concerning open food distribution



Here are the environmental improvements MSB is currently working on:

- 1) Parking on the north side of the old SDI building
- 2) Fencing in of the “dirt triangle” on 200 South 400 West (Southwest corner)
- 3) Lighting on Rio Grande Street
- 4) Small dirt strip on 400 West at approximately 151 South
- 5) Trespassing signage on the Oasis lot 300 S. Rio Grande Street

This is an ongoing process as the need for environmental improvements change all the time, e.g., with the change of seasons, businesses moving in or out, etc. MSB is very committed to identifying problem areas and improving those areas with the use of environmental design. If you are experiencing problems in or around your property, please set up an appointment and we will be happy to walk the area with you and try to identify any changes that may help. For an appointment, call Stacy at (801) 799-3440.

## MSB Officer Recognition

*Officers whose work was recognized by peers and supervisors in July and August 2014.*

Detectives Wendy Willis and Amanda Capps have been very instrumental in locating nearly every suspect and potential witnesses to a recent homicide. Their tenacity in pursuit of suspects and witnesses was a huge help to the homicide squad, and their hard work and dedication has been recognized by many.

Officer Paul Nelson is the senior officer of the Graves-A Squad. Being a senior officer is a big responsibility, which Paul lives up to. He sets a great example for the rest of the officers on the squad by staying consistently busy throughout shift. Paul volunteers for calls and checks the calls holding and volunteers for them. Paul has been working downtown for several years and is very knowledgeable of the area.

Paul is proactive when it comes to preventing small problems from turning into big problems. Paul takes the lead and sits in front of certain clubs that are havens for problems and does this around closing time. This proactive effort has largely contained fights and other serious weapons-crimes that were known to occur when

officers were not present. Paul also takes the lead at the shelter. He will coordinate with other officers and break up the large groups of people camping, trespassing and blocking the sidewalk. This proactive work has made 95% of the calls at the shelter on the graveyard shift minor in nature. Paul is a team player and has a great rapport with co-workers on his squad.

Paul's stats for seven days:

- 75 Business Checks
- 10 Traffic Stops
- 64 Misdemeanor Arrests
- 3 Felony Arrests

July 18, 2014: Det. Jessica Kilgore was assisting the homicide unit all day and night on case 14-118662, a homicide at the Royal Garden Inn, 154 W. 600 S.. She continuously was handling transients and their belongings and booking evidence, keeping an amazing attitude during the entire evening. This was a huge asset to another division and made a huge impact on what the other detectives throughout the police

department think regarding the new MSB.

August 3, 2014: This is a case of a missing endangered female named Ria Mangum. Her mother, who lives in California, called the Provo Police Department to file the Missing Endangered Persons report. Ria was then listed on NCIC as Missing and Endangered.

A few days after being listed, Ria was located by a Provo Police Officer and released. She was taken off of NCIC. Ria's mother, Elizabeth Vandenberg, was furious when she found out about this so she contacted a Provo Sergeant. They put her back on NCIC. (Utah County Hospitals were willing to blue sheet Ria because they had credible knowledge that she wanted to hurt/kill herself.)

Ria was contacted a few days later by another Provo officer and again released; however, she was left on NCIC.

Elizabeth found out through her own investigation the officer had recommended Salt Lake City for Ria's next destination because we have a homeless shelter.

Today Officer Keith Peterson was dispatched to a report of a Missing Endangered Person possibly hanging around the shelter area. He spoke with mom Elizabeth and learned all of the above details.

Officer Peterson took the time to conduct an excellent investigation, contacting hospitals, taxi cab drivers, and he even located Ria in the area of the shelter.

Officer Peterson was able to keep Ria calm and convince her to go to LDS Hospital voluntarily, even though he could have let her know she was going to be forced.

Officer Dax Shane developed a method of drug interdiction on his motorcycle that has proved to be highly effective. Statistically, he leads almost all other officers in on-view felony drug arrests. His presence and activities targeting illegal drug activity have been a powerful deterrent to criminal drug use in the MSB operational area.

Officer Ryan Sanders quickly located a suspect vehicle from an attempt-

to-locate (ATL) put out for a car and its occupants who were suspects in a car prowl. Officer Harrison Livsey arrived and the two worked together with the victim to verify that the suspects were in fact responsible for the car prowl. During a search of the suspect vehicle, the officers were able to locate narcotics and numerous wallets and identification cards taken in other car prowls.

August 14, 2014: Officer Darrell Anderson responded on a child left alone in a vehicle near the shelter. He conducted an amazing investigation, located the mother who

admitted post-Miranda that she had left the child in the vehicle for over 40 minutes while she walked away to find someone to buy drugs from. She was arrested for child neglect, and the child's custody was relinquished to a responsible family member. Anderson utilized his Axon mobile camera to record the entire incident, which follow-up detectives were able to hand right over to the prosecutors. Due to his thoroughness, no follow-up work was needed.

August 15, 2014: Officer Kevin Rossetti located a suspect within minutes of

an issued ATL, delivering him to the PSB for follow-up detectives. Rossetti also located a shirt in which the suspect was photographed, evidence which proved invaluable during the interview when the suspect attempted to deny that he was the one in the picture. The suspect eventually admitted to fraud.

August 14, 2014: Officers Alen Gibic and recruit Officer Jared Tadehara were dispatched on a suspect who was breaking car windows with a jagged, 6-foot-long metal post. When they challenged the suspect, he threatened to strike the

officers with the post.

Officer Gibic prepared to deploy his Taser while having his recruit standby with his handgun drawn. The Taser deployment was effective and they took the suspect into custody. He was booked for criminal mischief and aggravated assault on a police officer.

Officer Gibic's and Tadehara's actions not only prevented further criminal activity, but saved the suspect's life. It appeared that lethal force may have been justified, but the officers showed incredible restraint by using a Taser instead.



## First Person Report: HOST Project

*Detectives Cluff & Wolf*

I have been with Salt Lake City Police for six years. Positions on the department I have worked include Patrol, Downtown Bikes, collateral SWAT officer, and now HOST officer.

As a HOST officer, I have been engaged in assisting many homeless and vulnerable individuals with utilizing services available to them, to include medical care, food, shelter,

clothing, temporary and permanent housing, legal counsel, finding work, and assisting in finding just about any service individuals are in need of at the time, if available. In my time assisting with HOST, we have helped individuals such as John Greeson, Walter Kincaid, Allen Moore and many others, including Eustace Yazzie, who later lost his housing, but there is always hope for the future. Eustace always used to tell us to go away until one day, he finally said he



Det. Andrew Cluff



needed help. Now Eustace is a happy guy, always willing to speak with police, and one day he could be ready for housing again and keep it this time.

On a more personal note, I have a bachelor's degree in psychology, issued by the University of Utah. GO UTES! I am married, with two little girls who I try to spend most of my off-duty time with. I also assist in my neighborhood Varsity scouting program, and I enjoy camping, hiking and scuba diving when I get the opportunity.

One of the things I probably enjoy the most is about every other year my wife and I try to take a small cruise to tropical regions with more moderate temperatures, which has allowed us both to scuba dive in some awesome places, like Puerto Rico, Grand Turk, St. Thomas and, coming up May 2015, Roatan, Belize and Cozumel.

**Detective Andrew Cluff**

Homeless Outreach Service Team  
 Salt Lake City Police Department  
 Cell: (801) 450-1491  
 slchost.org



Det. Sam Wolf

I have worked at here at SLCPD for six years. During my time with the department, I have served in a number of

assignments, namely Bikes, the Strategic Reserve Unit, SWAT and FTO. For most of my career, I have revolved around the Bike Squad. My first specialty assignment out of patrol was the Downtown Afternoon Bike Squad, which was a blast. In addition to our normal assignment of patrolling the area, Sgt. Wallace encouraged us to get involved with the community. As a squad we planned activities to help the kids at the shelter have a positive interaction with police officers.

One year we were able to arrange free tickets to Disney on Ice. We picked the kids up, walked them over to Energy Solutions Arena, watched the show with them, and walked them back to the shelter. Another time we used the vans and took all the kids to a movie at Pioneer Precinct where we served them popcorn and soda. This was my first introduction to police work that involved more than issuing citations and taking people to jail. It got me thinking about a more long term solution to policing, with many of the same people that we dealt with over and over again. I began to wonder whether or not anybody could help some of these people end the cycle of homelessness.

During my time as a bike officer I became very familiar with this cycle. That is why I decided to become part of the Homeless Outreach Service Team (HOST).

The goal of HOST is to help those who are homeless obtain the resources they need in order to help themselves get off the streets and become self-sufficient. We do this by getting them into detoxification programs through Volunteers of America, or getting them signed up for food stamps through the Emergency Services Center at the Weigand Center, helping them obtain identification such as a driver's license, birth certificate and social security card. By helping these individuals get identification, it opens the door for them to obtain work through temporary job services and the Department of Workforce Services. It also allows them to apply for housing through The Road Home.

The impact on the homeless population does not happen hundreds of people at a time. HOST will not solve the homeless problem overnight. And although it may not directly feel or look like police work, I can attest that it has a direct affect on the overall situation in and around the shelter. HOST is a long-term approach to crime reduction. When we help an individual obtain work, get into housing or successfully complete a drug/alcohol treatment program, they are a lot less likely to ever return to the shelter. Over time this means fewer calls for service with the same

people, which frees up more officers to patrol other parts of the city.

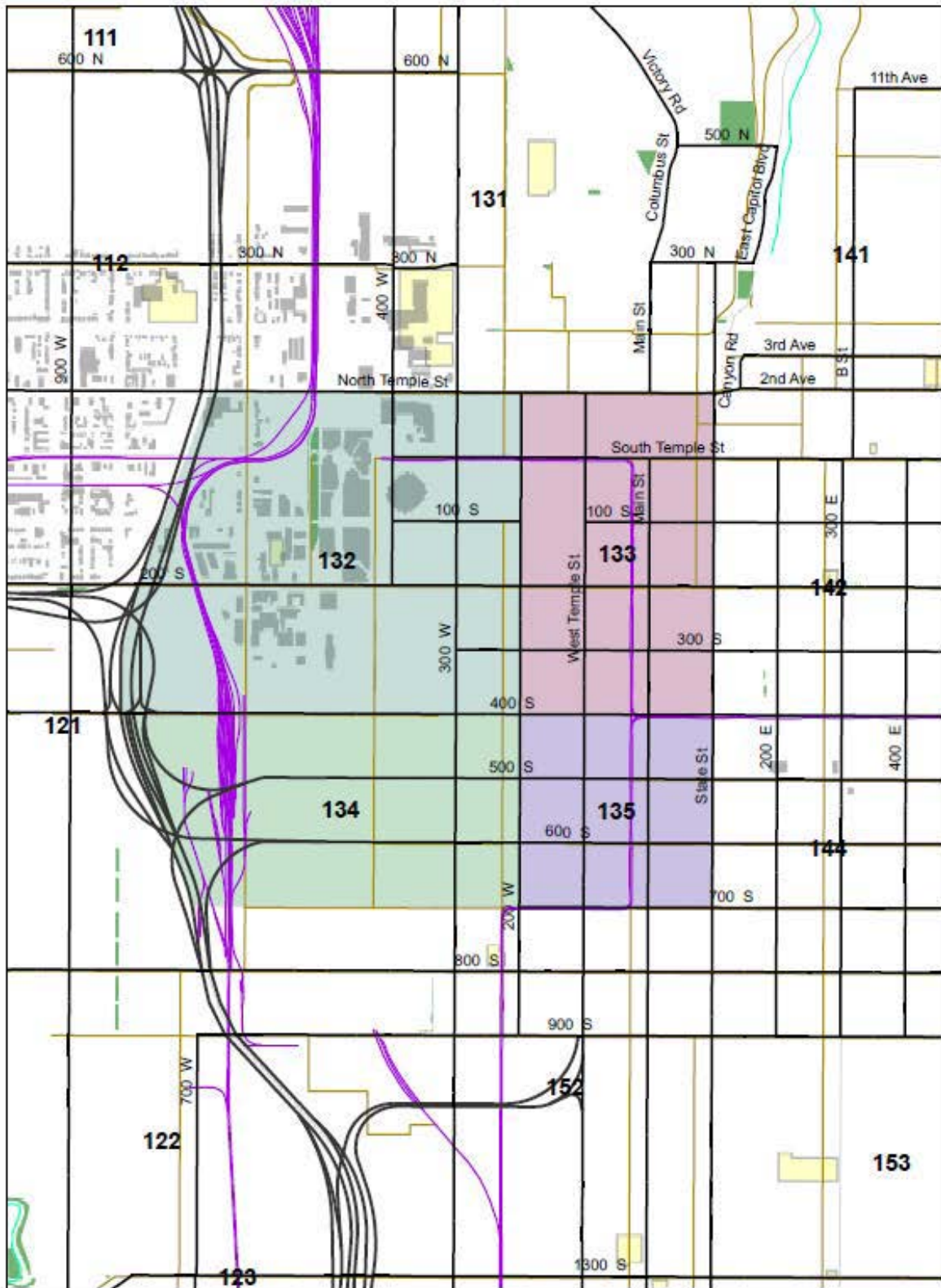
On a personal note, I enjoy playing almost any sport and being outdoors. In high school I ran track and cross-country—my specialty was the 1600-meter run. My fastest time was 4:42, which was pretty fast at the time but nowhere near fast enough to be competitive in high school athletics. After high school I participated in a few triathlons, but I was never very competitive because I am not a swimmer; I am more of a sinker than a swimmer. As I have gotten older, I still enjoy running, basketball and turkey bowl football. I also enjoy school. As crazy as that sounds I enjoy the challenge of learning something new. I have earned an associate's degree in accounting, a bachelor's degree in geospatial intelligence, and a master's degree in criminal justice. I hope to start on a doctorate degree sometime in the near future. I have a wonderful wife and two children. When I am not at work, I can usually be found playing with my family, which usually involves some kind of sports.



email us at

[MetroSupportIssues@slcgov.com](mailto:MetroSupportIssues@slcgov.com)

The Metro Support Bureau is responsible for Beats 132, 133, 134 & 135



## Contacting the Salt Lake City Police Department

Depending on your needs, there are a variety of ways to contact the Salt Lake City Police Department. If your inquiry is not an emergency, please consider using one of the following methods of contact.

**If you are experiencing an emergency (a crime In Progress, or bodily injury), call 911.**

**General Information: (801) 799-3100.** If you need directions to the Public Safety Building, lobby hours, or seek to follow-up on an old case and do not recall the case number or investigator's name. **This is not the number to start a case or file a complaint.**

- **Non-Emergency: (801) 799-3000.** If you require an officer to respond but it isn't an emergency, call this number. The non-emergency phone number keeps our 911 phone lines open to help those who require an emergency response. You also may want to check out our [online reporting options](#), which generally are good for cases that have no suspect information and no injuries but require a police report for insurance purposes.
- **Media Inquiries / Public Relations Unit: (801) 799-NEWS (6397).** All media inquiries should be directed to this number, which connects reporters with the on-duty public information officer. Visit the [newsroom](#) for the latest news from SLCPD or follow us on Twitter (@SLCPD) or our Facebook fan page (SLCPD).

If you have a crime tip you would like to submit, you can do so through many avenues including web tips and mobile SMS messages.

To submit a **secure and anonymous** text message through any mobile phone using the following information:

Keyword: "TIPSLCPD"  
Send to: "CRIMES" (274637)

Utah residents can also submit tips by visiting [www.tipsubmit.com](http://www.tipsubmit.com) or by downloading a free smartphone app for iPhone or Android. The apps accept video and photo tips and automatically route the information to the nearest participating agency.

## Command Staff for the Metro Support Bureau



Deputy Chief Fred Ross.

DC over the metro Support Bureau.  
Responsible for directing and  
overseeing all operations in the MSB.

Email: [Fred.Ross@slcgov.com](mailto:Fred.Ross@slcgov.com)

Office # 801-799-3114



Lt. Rich Brede

Responsible for overseeing the Patrol  
resources for the MSB

Email: [Rich.Brede@slcgov.com](mailto:Rich.Brede@slcgov.com)

Office # 801-799-3704



Lt. Gary Trost

Responsible for overseeing the  
Investigative resources for the MSB

Email: [Gary.Trost@slcgov.com](mailto:Gary.Trost@slcgov.com)

Office # 801-3180



James Hunsaker

Office Manager & Special Projects Coordinator for the  
MSB. Responsible for overseeing the daily office needs,  
maintaining the MSB's internal SharePoint Site, and  
coordinating any special projects as assigned by DC  
Ross.

Email: [James.Hunsaker@slcgov.com](mailto:James.Hunsaker@slcgov.com)

Office # 801-799-3541



Staci Harris

Office Technician. Responsibilities include following up  
on any tips reported to the Drug Hotline (801-799-3784),  
payroll for the MSB staff and daily office needs for the  
MSB.

Email: Staci [Harris@slcgov.com](mailto:Harris@slcgov.com)

Office # 801-799-3440

**Please feel free to contact us if you have any issues, suggestions or problems in our individual areas of responsibility**

Salt Lake City Proposed Amendments (Ground Transportation Amendments)

Areas of concern	Salt Lake City Proposed	Lyft (Peer-to-Peer Ride Share) Proposed
	<p>the initial time.</p> <ul style="list-style-type: none"> <li>• Smoking.</li> <li>• No salvaged or branded vehicles.</li> <li>• Vehicle appearance.</li> <li>• No misleading designs on vehicles.</li> </ul>	<p>outlined in Minnesota Statute Chapter 299C.67 on each transportation network driver applicant before endorsing such applicant. All licensees shall also obtain and review each transportation network driver applicant's driving record in all states where the applicant driver has held a driver's license in the past five (5) years, before endorsing such driver."</p>
<p><b>Insurance</b> <b>5.71.140</b></p>	<ul style="list-style-type: none"> <li>• Every ground transportation business shall maintain continuous vehicle insurance, when the vehicle is operational, at the minimum levels set forth by the Federal Motor Carrier Safety Administration, 49 CFR 387.33, or by the Utah Department of Transportation or by the United States Department of Transportation, whichever levels are higher.</li> </ul>	<ul style="list-style-type: none"> <li>• Lyft proposes a creation of a separate category for TNCs, TNC affiliated vehicles, and TNC affiliated drivers. (Examples include Colorado, Minneapolis, Virginia).</li> <li>• Lyft further proposes that this insurance category recognizes the unique nature of a driver driving merely in driver-mode, accepting a ride request, and providing a ride on the platform.</li> <li>• Lyft also strongly encourages a reduction in limits for all ground transportation providers, including taxis from \$1.5 million to \$1million.</li> <li>• In respect to the FMCSA, the applicability states <i>(b) Exception</i>. The rules in this subpart do not apply to— (2) A motor vehicle providing taxicab service and having a seating capacity of less than 7 passengers and not operated on a regular route or between specified points;</li> <li>• In Colorado:  .[A] day after lawmakers sent to Gov. Hickenloper a bill that officially authorizes UberX and Lyft's ride-sharing services, the PUC granted an emergency request from taxi companies to lower their minimum insurance-coverage requirement from \$1.5 million to \$500,000.  In granting Union and Freedom's emergency request, which also extends to Metro Taxi and Yellow Cab, the PUC said keeping the higher insurance requirement threatens "the sustainability of two of the four taxicab carriers presently serving the Denver metro area, and thus the affordability and availability of taxicab service to the public."  "The evidence before us shows that the new minimum levels of insurance coverage are not necessary to protect the public safety at present," PUC commissioners wrote.</li> </ul>

Salt Lake City Proposed Amendments (Ground Transportation Amendments)

Areas of concern	Salt Lake City Proposed	Lyft (Peer-to-Peer Ride Share) Proposed
		<p><a href="http://blogs.denverpost.com/techknowbytes/2014/05/01/puc-lowers-insurance-requirements-taxis-day-uberxlyft-bill-clears/13554/">http://blogs.denverpost.com/techknowbytes/2014/05/01/puc-lowers-insurance-requirements-taxis-day-uberxlyft-bill-clears/13554/</a></p>
<p><b>Inspections</b> <b>5.71.150</b></p>	<ul style="list-style-type: none"> <li>• All authorized ground transportation vehicles shall be registered with department at all times shall meet or exceed standards established by the department rules and regulations...</li> <li>• No vehicle may operate as a ground transportation vehicles within the City without having been inspected by the department and found to be meeting all requirements of the department Inspection....</li> <li>• Vehicles... shall have a unique department inspection seal affixed...</li> <li>• All ground transportation vehicles... shall be issued an AVI tag.</li> <li>• Department may perform vehicle inspections at any time....</li> </ul>	<ul style="list-style-type: none"> <li>• Lyft strongly suggests the Colorado and Minneapolis models, which create an auditing (and complaint-based) mechanism for TNC records regarding TNC affiliated drivers and vehicles. This model takes into account the nature of casual drivers and the fluctuating numbers of active drivers. Individual registration and licensing (including associated fees) are significant deterrents for the onboarding of drivers where an auditing mechanism provides the same assurances to the City.</li> <li>• Lyft believes that the <u>existing vehicle inspection programs</u> in Utah provide a thorough inspection of vehicles since they check for steering, belts, brakes, tires, lights, emissions, etc.</li> <li>• Alternatively, Lyft suggests amending the language to allow TNCs to conduct the vehicle inspection according to a 19-point vehicle check, with records available for an audit; and/or allow TNCs to contract with certified third party providers and make these records available for an audit.</li> <li>• Examples include Colorado, Virginia (TOA), Tulsa, and Chicago where the TNCs or approved third-party providers can perform vehicle checks.</li> </ul> <p>Chicago language:</p> <p>(a) No Class A transportation network provider licensee shall allow any vehicle to be used as a transportation network vehicle unless such vehicle is inspected according to standards approved by the commissioner, and has passed such inspection. A driver engaged by a Class A licensee shall maintain complete documentation of such inspection in the vehicle at all times while being used to provide transportation network services, and a written copy of such documentation shall be provided to the commissioner upon request.</p> <ul style="list-style-type: none"> <li>• Since TNC affiliated vehicles are private vehicles, Lyft objects to vehicle inspections "at any time."</li> </ul>

Salt Lake City Proposed Amendments (Ground Transportation Amendments)

Areas of concern	Salt Lake City Proposed	Lyft (Peer-to-Peer Ride Share) Proposed
		<ul style="list-style-type: none"> <li>• Lyft will accommodate trade dress requirements, but would like to provide its own unique trade dress.</li> <li>• Rather than an AVI tag, Lyft's platform currently GPS tracks rides provided on the platform. Therefore, the requirement for an AVI tag is burdensome and redundant.</li> <li>• Follow-up questions by Lyft:               <ul style="list-style-type: none"> <li>○ Lyft would like further clarification on: what is the purpose behind a department inspection seal? What is the purpose behind an AVI tag?</li> <li>○ Lyft would like further information about the availability of Department inspections, cost, frequency, etc.</li> </ul> </li> </ul>
<p><b>Temporary Operations</b></p> <p>5.71.160</p>		<ul style="list-style-type: none"> <li>• No objections.</li> </ul>
<p><b>Special Transport &amp; Existing Certificate Holders.</b></p>		<ul style="list-style-type: none"> <li>• No objections.</li> </ul>
<p><b>Vehicle Operator's Badge</b></p> <p>5.71.180-240</p>	<ul style="list-style-type: none"> <li>• It is a violation for any person to operate a ground transportation vehicle upon the streets of the City without having first obtained and having then in force a valid ground transportation vehicle operator's badge issued by the department under department rules and regulations.</li> <li>• Every person issued a vehicle operator's badge shall display the badge above the waist on the front side of the outermost</li> </ul>	<ul style="list-style-type: none"> <li>• Due to our casual driver pool and constantly fluctuating number of active drivers, Lyft strongly encourages a platform-based licensing structure with auditing mechanisms for TNC drivers and vehicles. (See e.g. Colorado, Virginia, Minneapolis.)</li> <li>• Digital identification cards can be made available for law enforcement purposes for verification of identity and for determining whether the person is actively approved to drive on a TNC platform (e.g. Minneapolis).</li> <li>• Complaint-based audits allow law enforcement and regulators to determine whether a person or vehicle is active on a TNC platform if there is no opportunity to verify through a digital identification card.</li> <li>• Since the app already provides a passenger with a photo of the TNC affiliated driver and TNC affiliated vehicle in advance of a ride, a vehicle operator badge is not needed for TNCs. Furthermore, electronic receipts also provide driver name, ride information for the passenger</li> </ul>



Salt Lake City Proposed Amendments (Ground Transportation Amendments)

Areas of concern	Salt Lake City Proposed	Lyft (Peer-to-Peer Ride Share) Proposed
	<p>garment so as to be in plain view and not covered while such person is operating a ground transportation vehicle.</p>	<p>after each ride.</p>
<p><b>Payment</b> 5.71.250</p>		<ul style="list-style-type: none"> <li>• No objection.</li> </ul>
<p><b>Enforcement &amp; Record Keeping</b> 5.71.260 -320</p>	<ul style="list-style-type: none"> <li>• The City shall create a file for each driver and for each authorized ground transportation business at the time any document is submitted for application or filing.</li> </ul>	<ul style="list-style-type: none"> <li>• No objections in terms of enforcement. In respect to record keeping, Lyft suggests that the City audit records as it respects the TNC platform in its jurisdiction.                             <ul style="list-style-type: none"> <li>○ In Colorado, Seattle, and Virginia, TNCs allow for auditing of its affiliated driver and vehicle records (including trip records) on a regular basis within the jurisdiction— in addition to an audit relating to any formal complaints received.</li> </ul> </li> <li>• Provide an exception for individual TNC affiliated drivers—allowing the TNCs the flexibility to off-board drivers who fall below a certain star-rating or violates a Term of Service of the TNC. This allows the TNC to effectively and efficiently maintain the quality of the rides being given by drivers on the platform.</li> </ul>
<p><b>Businesses Authorized to Provide Ground Transportation</b> 16.60.095-270</p>	<ul style="list-style-type: none"> <li>• Definitions.</li> <li>• Requirements relating to Salt Lake City airport.</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of a category for TNC affiliated vehicles.</li> <li>• Addition of the term “TNC affiliated vehicles” to the definition of “prearranged service from the airport.”</li> <li>• If the contracts for Ace and Total Taxi have lapsed, Lyft recommends that Salt Lake City airport open to competition. Therefore, on-demand service should also be provided by transportation network companies in its peer-to-peer rideshare format.</li> </ul>
<p><b>Ground Transportation Discussion Group</b></p>	<ul style="list-style-type: none"> <li>• Convening of a ground transportation discussion group.</li> <li>• List of Participants.</li> </ul>	<ul style="list-style-type: none"> <li>• Allow representatives from the TNC industry to participate.</li> <li>• Lyft would note that the Virginia DMV has held numerous study sessions in relation to TNCs and would recommend the format that the DMV</li> </ul>

Salt Lake City Proposed Amendments (Ground Transportation Amendments)

Areas of concern	Salt Lake City Proposed	Lyft (Peer-to-Peer Ride Share) Proposed
5.71.255-258		has pursued.

LYFT

