

The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

D.P.U. 26-90

April 24, 2026

Investigation by the Department of Public Utilities, on its own motion, instituting a rulemaking pursuant to the G.L. c. 30A, § 2; G.L. c. 25, § 2; and 220 CMR 2.00 to amend the Transportation Network Companies regulations at 220 CMR 274.00, and to promulgate Suitability Standards for Transportation Network Drivers at 220 CMR 275.00, Transportation Network Company Practice and Procedures at 220 CMR 276.00, and Transportation Network Vehicle Electrification at 220 CMR 277.00.

ORDER OPENING RULEMAKING

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SUMMARY

Through this Order, the Transportation Network Company Division (“Division”) of the Department of Public Utilities opens a proceeding to update its regulations governing Transportation Network Companies (also known as “rideshare companies”) and their drivers and to promote the electrification of rideshare vehicles. Since 2017, the Division has provided oversight of rideshare companies and their drivers, focusing both on the suitability of drivers and the efforts of Transportation Network Companies such as Uber and Lyft to ensure the safety of the riding public.

Relying on our experience processing hundreds of thousands of driver background checks and related enforcement on rideshare companies, the Division proposes related updates to the suitability standard it uses to evaluate rideshare drivers, the permitting process for rideshare companies, and the Division’s own practices and procedures. In addition, the Division proposes regulations to implement a legislative directive from 2022 to phase in the electrification of rideshare vehicle fleets.

These draft regulations would direct the rideshare companies to submit biennial plans to advance their electrification programs. The Division seeks comments on these proposed regulations from stakeholders, particularly rideshare drivers, the rideshare companies, and the general public who use rideshare services.

I. INTRODUCTION

The Transportation Network Company Division (the “Division”) was formed in 2017 to regulate Transportation Network Companies (“TNCs”), otherwise known as rideshare or ride-hailing companies. G.L. c. 159A½. The Division is under the general supervision and control of the Department of Public Utilities (“Department”). G.L. c. 25, § 23(a). Currently, the following TNCs operate in Massachusetts: (1) Rasier, LLC (otherwise known as “Uber”); (2) Lyft, Inc. (otherwise known as “Lyft”); (3) River North Transit, LLC (otherwise known as “Via Transportation”); (4) UZURV, LLC; and (5) SilverRide, Inc.

In 2017, the Department promulgated regulations that established suitability standards for TNCs and their drivers, as well as procedural rules governing the Department’s investigations and appeals. 220 CMR 274.00: Transportation Network Companies. Since 2017, the Division has conducted over 800,000 background checks, reviewed thousands of appeals from Transportation Network Drivers (“Drivers”), conducted numerous compliance audits and investigations, and issued millions of dollars in civil penalties to TNCs for non-compliance with state law. Based on this knowledge and experience, the Department has identified opportunities to enhance the regulation of both TNCs and Drivers.

Furthermore, on August 11, 2022, [An Act Driving Clean Energy and Offshore Wind, Chapter 179 of the Acts of 2022](#) (“2022 Clean Energy Act”) was signed into law. Among other provisions, the 2022 Clean Energy Act requires the Department to establish a program to reduce greenhouse gas (“GHG”) emissions from Transportation Network Vehicles (“TNVs” or “Vehicles”). St. 2022, c. 179, § 47.

Accordingly, by this Order, and pursuant to G.L. c. 30A, § 2 and 220 CMR 2.00, the Department commences a rulemaking and proposes for public input: (1) amendments to 220 CMR 274.00 (“Transportation Network Companies”); (2) establishment of 220 CMR 275.00 (“Suitability Standards for Transportation Network Drivers”); (3) establishment of 220 CMR 276.00 (“Transportation Network Company Division Practice and Procedures”); and (4) establishment of 220 CMR 277.00 (“Transportation Network Vehicle Electrification”). The Department proposes language to clarify certain provisions, ensure consistency, correct minor errors, update references, and delete outdated, duplicative, or unnecessary information. The proposed regulations may be further amended following receipt of public comments and will be effective upon final publication in the Massachusetts Register. As provided in the Notice of Public Hearing and Request for Comments (“Notice”), the Department will hold two public hearings, invite stakeholders to participate in an interactive technical conference, and accept written comments for Proposed Regulations 220 CMR 274.00, 220 CMR 275.00, 220 CMR 276.00, and 220 CMR 277.00.

The Department summarizes elements of the proposed regulations in this Order and provides a series of questions on which we seek stakeholder comments.¹ Section II of this Order pertains to TNCs. Section III of this Order pertains to Drivers. Section IV of this Order pertains to TNC Division Practice and Procedures. Section V of this Order pertains to Transportation Network Vehicle Electrification.

¹ Attached hereto as Appendix A is a copy of the Proposed Regulations marked to show the changes incorporated herein. Attached hereto as Appendix B is an unmarked version of the Proposed Regulations.

II. PROPOSED REGULATIONS 220 CMR 274.00:
TRANSPORTATION NETWORK COMPANY OVERSIGHT

A. Introduction

As described herein, to increase public safety, clarify the Division’s responsibilities, and improve administrative efficiency, the Department proposes to amend its existing regulations by separating certain elements currently contained in 220 CMR 274.00. Accordingly, the title of the 220 CMR 274.00 regulations will be renamed from “Transportation Network Companies” to “Transportation Network Company Oversight.” Additionally, the Department proposes creating separate regulations for suitability standards for Drivers² – Proposed Regulation 220 CMR 275.00 – and for appeals and enforcement procedures for Drivers and TNCs – Proposed Regulation 220 CMR 276.00. The following section summarizes the primary proposed regulatory changes to 220 CMR 274.00.

B. TNC Permit Application

The Department proposes revising regulations pertaining to the TNC Permit (“Permit”) application process to provide the Department with greater flexibility to review applications by businesses seeking to provide Transportation Network Services (“Services”) in the Commonwealth. Proposed Regulation 220 CMR 274.03. The Department proposes codifying its discretion to determine the form and content of a Permit application, to specify additional factors that may be considered in reviewing an applicant’s business fitness, including an applicant’s ability to ensure that Riders using wheelchairs, Riders aided by service animals, and

² Unless otherwise specified, all capitalized terms shall have the meaning ascribed to such terms by G.L. c. 159A½, § 1 and 220 CMR 274.02.

Riders with disabilities are accommodated, and to establish a reapplication period for denied applicants. Proposed Regulation 220 CMR 274.03. Further, the Department proposes specifying that an entity that provides and/or uses a Digital Network for Services may qualify as a TNC and that the term “Services” is inclusive of direct or indirect financial benefit, not simply fare-per-ride transactional payments. Proposed Regulation 220 CMR 274.02 (definitions of “TNC” and “Services”). The Department may also require a TNC to develop and implement standard operating policies and procedures to maintain its Permit. Proposed Regulation 220 CMR 274.15.

The Department does not collect application fees from TNCs at present. As authorized by G.L. c. 159A½, § 3(e), the Department proposes to collect an application fee in the amount of \$5,000 and an application renewal fee in the amount of \$2,500. Proposed Regulation 220 CMR 274.03(4). The Department may waive or modify these costs for good cause, which may include consideration of the TNC’s size. Proposed Regulation 220 CMR 274.18.

C. Driver Requirements and Certification

The Department proposes expanding the Driver qualification requirements and identifying the documents that a Driver must have readily available for review while providing Transportation Network Services, including the secondary Massachusetts inspection report required under 540 CMR 30.05. Proposed Regulation 220 CMR 274.04. In recognition of the professional services rendered by Drivers and to mitigate against the risk of potential fraudulent Driver activity, the Department proposes enhanced identity verification procedures to ensure that critical, background check-related information supplied by a Driver is accurate. Proposed Regulation 220 CMR 274.04(3). Likewise, considering the unique public trust that Drivers hold, the Department proposes that TNCs provide Drivers with yearly educational training related to

safe driving and public interaction, serving riders with special needs, human trafficking awareness and prevention, and distracted driving prevention. Proposed Regulation 220 CMR 274.04(4). The Department also proposes clarifying the information that passengers (“Riders”) will receive regarding their Driver in the form of a Transportation Network Driver Certificate and the minimum Vehicle suitability requirements that a Driver must maintain to provide transportation for Riders (“Rides”). Proposed Regulation 220 CMR 274.05.

D. Driver Background Checks

The Department proposes changes to its background check requirements aimed at balancing safety of Riders and the public with economic opportunities for Drivers. The Department’s proposal is informed by its experience conducting over 800,000 background checks since the Division was established.

The Department proposes to enhance the accuracy, reliability, and efficiency of the background check process by ensuring that it is conducted using additional Driver personal information. Proposed Regulation 220 CMR 274.06(1)(c). At present, the background check process relies on the last six digits of a Driver’s Social Security Number and excludes cell phone contact information. The Department proposes to collect an individual’s complete, nine-digit Social Security Number and additional contact information. To mitigate potential gaps in the TNC background check, the Department proposes that TNCs conduct a new background check upon learning that a Driver’s personal information under 220 CMR 274.06(c) has changed. Proposed Regulation 220 CMR 274.06(1)(e). Further, because a cell phone is the primary method by which Drivers interact with a TNC’s mobile application (i.e., Digital Network), issuing suitability notifications through a Driver’s cell phone number and electronic mail address

will ensure that Drivers receive the results of their secondary background checks and are informed of any associated rights to appeal. Proposed Regulation 220 CMR 274.06(1)(c). The Department also proposes amending the definition of “Digital Network” to include a mobile application. Proposed Regulation 220 CMR 274.02.

Consistent with G.L. c. 159A½, § 3(e), the Department proposes an initial Driver background check fee of twenty dollars and an annual renewal background check fee of ten dollars, which would be paid by TNCs. Proposed Regulation 220 CMR 274.06(1)(c). A TNC shall not charge a Driver or Rider for these costs. Proposed Regulation 220 CMR 274.06(3)(f). The Department may waive or modify these costs for good cause, which may include consideration of the TNC’s size. Proposed Regulation 220 CMR 274.19.

The Department proposes several other enhancements to the TNC background check process. First, the Department proposes expanding the scope of the background check to include criminal and motor vehicle driving history searches of each state where the Driver resided and/or was licensed during the preceding seven years. Proposed Regulation 220 CMR 274.06(2)(a). This additional search is conducted regardless of addresses provided by a Social Security Number trace or a review of previous licenses held by the Driver. Second, the Department proposes requiring that TNCs conduct ongoing continuous background check monitoring of Drivers to ensure prompt review of potential criminal and driving related violations. Proposed Regulation 220 CMR 274.06(2)(c). Third, the Department proposes that background check providers be subject to accreditation requirements to demonstrate that their policies, procedures, and processes comply with state and federal rules and regulations and are reliable. Proposed Regulation 220 CMR 274.06(2)(h). Finally, the Department seeks to ensure that a TNC’s

background check standards are, at a minimum, consistent with Proposed Regulations 220 CMR 275.00 by clarifying the Division's authority to obtain and review the criteria that a TNC uses, or directs to a background check provider, to decide the results of a Driver background check. Proposed Regulation 220 CMR 274.06(2)(i).

E. Vehicle Requirements and Hours of Service

To reduce administrative confusion, the Department proposes clarifying the distinction between a Transportation Network Vehicle subject to the Division's rules and regulations and a commercial motor vehicle subject to the oversight of the Department's Transportation Oversight Division (see 220 CMR 272.01). Accordingly, the Department proposes to require that a TNV must have a seating capacity of nine or fewer persons, including the Driver. Proposed Regulation 220 CMR 274.08(1).

The Department also proposes clarifying the types and qualities of Vehicles that are eligible to provide Rides, such as coupes, sedans, and other light-duty vehicles. Proposed Regulation 220 CMR 274.08(2). The Department proposes to clarify that a licensed taxicab cannot be used to provide Rides. Proposed Regulation 220 CMR 274.02 (definition of "Vehicle"). In response to a report the by United States Government Accountability Office which found that one in six Vehicles had an open safety recall,³ the Department proposes requiring TNCs to check for safety recalls before a Vehicle can be used to provide a Ride and

³ U.S. Government Accountability Office, Vehicle Safety: Extent of Open Recalls among Ridesharing Vehicles (May 15, 2023) available at <https://www.gao.gov/products/gao-23-105996>.

once every 365 calendar days thereafter, to prevent a Vehicle subject to a recall from providing Rides. Proposed Regulation 220 CMR 274.08(9).

Additionally, the Department seeks to ensure the safety of the public by establishing, as part of the TNC permitting process, an initial review and approval procedure for any illuminated trade dress, illuminated advertising, or rooftop advertising affixed to a Vehicle. Proposed Regulations 220 CMR 274.08(5)-(6). For example, blue, red, or amber light colors that are of a static display or with a flashing, oscillating, or rotating display, or white lights that are flashing, oscillating, or rotating, may be inconsistent with the public safety requirements of G.L. c. 90, § 7E, 540 CMR 22.05, and 540 CMR 22.06 and, therefore, subject an operator to a motor vehicle citation. Advertising that alters the exterior manufactured body shape of a Vehicle (such as roof-top advertising equipment) may pose public safety issues for other motorists.

The Department also proposes clarifying that the hours a Driver may engage in offering or providing Services are cumulative of: (a) the Driver's time on the Digital Network while driving and waiting for a Ride request, (b) the Driver's time en route to pick up a Rider after having accepted a Ride request, and (c) the Driver's time after picking up a Rider while en route to the Rider's destination. Proposed Regulation 220 CMR 274.02 (definitions of "Period 1 Miles," "Period 2 Miles," and "Period 3 Miles"); Proposed Regulation 220 CMR 274.07. The Department does not propose a change to the existing cumulative limit of offering or providing 12 consecutive hours of Services in a 24-hour period.

F. Data Protection

In 2017, the Department promulgated 220 CMR 274.10 and 220 CMR 274.13(5) to ensure the protection of consumer data stored by TNCs. Since that time, there have been several

advancements in Massachusetts data protection rules and regulations. In 2018, the Office of the Massachusetts Attorney General (“Attorney General”) led a multistate coalition in reaching a \$148 million settlement with Uber over a nationwide data breach.⁴ On January 10, 2019, the Legislature amended G.L. c. 93H (i.e., Breach Notification Law) to strengthen the roles of the Attorney General and the Office of Consumer Affairs and Business Regulation in investigating and enforcing data privacy and protection. St. 2018, c. 444. Further, on August 13, 2020, the Attorney General created a Data Privacy and Security Division to protect consumer data privacy and enforce the Massachusetts Consumer Protection Act and Data Breach Law.⁵ Considering these developments, the Department proposes eliminating existing regulations 220 CMR 274.10 and 220 CMR 274.12(5) to reduce complexities surrounding administrative enforcement and in recognition that the Legislature has entrusted the protection of the information subject to these regulations to the Attorney General and the Office of Consumer Affairs and Business Regulation.

⁴ Press Release, Commonwealth of Massachusetts, Office of the Attorney General, AG Healey Leads Multistate Coalition in Reaching \$148 Million Settlement With Uber Over Nationwide Data Breach, (Sep. 26, 2018) available at <https://www.mass.gov/news/ag-healey-leads-multistate-coalition-in-reaching-148-million-settlement-with-uber-over-nationwide-data-breach>.

⁵ Press Release, Commonwealth of Massachusetts, Office of the Attorney General, AG Healey Announces New Division Focused on Protecting Data Privacy and Security of Massachusetts Consumers (Aug. 13, 2020) available at <https://www.mass.gov/news/ag-healey-announces-new-division-focused-on-protecting-data-privacy-and-security-of-massachusetts-consumers>.

G. Pre-arranged Rides

The Department proposes to require TNCs to provide enhanced safety features for Rides. Proposed Regulation 220 CMR 274.10. In particular, the Department seeks to require TNCs to develop, and for the Department to approve, enhanced Ride authentication protocols to make it easier for Riders to verify that they are getting into the correct authorized Vehicle. Proposed Regulation 220 CMR 274.10(1)(a). Additionally, the Department proposes requiring each TNC to conduct periodic real-time identity verification of Drivers before they provide Rides. Proposed Regulation 220 CMR 274.10(2). The Department further proposes that each TNC's Digital Network (i.e., mobile application) include features that allow Riders to share their Ride details with trusted third parties and connect with law enforcement in case of emergencies. Proposed Regulation 220 CMR 274.10(1)(b)-(c). Finally, the Department seeks to ensure the safety of minors by requiring that Riders under the age of 16 be accompanied by an adult passenger. Proposed Regulation 220 CMR 274.10(3).

H. Record Retention and Reporting

The Department proposes altering TNC record retention obligations to ensure that information necessary for the implementation, administration, and enforcement of G.L. c. 159A½ is available and accessible to the Department. Proposed Regulation 220 CMR 274.11. In particular, the Department proposes a minimum three-year retention period for TNC records, expanding the type of information that a TNC must retain, and requiring indefinite retention of material information relating to a TNC's decision to deactivate a Driver. Proposed Regulation 220 CMR 274.02 (definition of "Deactivation"); Proposed Regulation 220 CMR 274.11(2)-(4).

The Department also proposes to expand the information that a TNC must report to the Department. Proposed Regulation 220 CMR 274.12. [An Act Relative to Massachusetts's Transportation Resources and Climate](#), St. 2022, c. 176, § 23 (“Act”) requires TNCs to report detailed Ride data to the Department monthly, which the Department may share confidentially with certain specified entities for purposes of congestion management, transportation planning, and GHG emissions tracking. St. 2022, c. 176, § 23. In addition to those reporting requirements, the Department proposes that TNCs report the following for each Ride: (a) cost of Surge Pricing; (b) Period 1 Miles; (c) Vehicle accident locations; (d) average speed; (e) number of passengers per Ride; (f) whether the Ride was provided by a fleet or rental Vehicle; and (g) whether the Ride picked up or dropped off at a Massachusetts Bay Transportation Authority or a Regional Transit Authority stop. Proposed Regulation 220 CMR 274.02 (definitions of “Surge Pricing” and “Period 1 Miles”). Proposed Regulation 220 CMR 274.12(2)(b). Moreover, to implement the provisions of the Act and account for the different phases of a Ride, the Department proposes new definitions for “Period 1 Miles,” “Period 2 Miles,” and “Period 3 Miles,” as well as for “Shared Ride.” Proposed Regulation 220 CMR 274.02.

On April 19, 2023, the Department opened an investigation into enhanced procedures for reporting by TNCs of complaints by Drivers and Riders. [See Notice of Inquiry by the Transportation Network Company Division on its own Motion into enhanced procedures for reporting by Transportation Network Companies of Complaints by Drivers and Riders pursuant to Massachusetts General Laws c. 159A½, § 3 and 220 CMR 274.12\(3\), D.P.U. 23-33 \(2023\)](#). On December 1, 2025, the Department issued its final order establishing uniform complaint

reporting requirements for TNCs. Order Establishing Complaint Requirement and Reporting Requirements, D.P.U. 23-33-A (2025). The Department proposes codifying its authority to establish complaint reporting guidelines that it determined are appropriate. Proposed Regulation 220 CMR 274.12(4).

The Department further proposes codifying its authority to require TNCs to report Drivers they have Deactivated for public safety-related reasons in accordance with G.L. c. 159A½, §§ 2(l), (m). Proposed Regulation 220 CMR 274.12(5). The Department has proposed defining “Deactivation” as the prevention of a Driver’s access to a Digital Network for more than five consecutive calendar days. Proposed Regulation 220 CMR 274.02 (definition of “Deactivation”).

I. Inspection and Audit

TNCs are inherently technology based and many of their compliance processes exist in software applications and programs. It is imperative that the Department’s audit authority be commensurate with the capabilities of a TNC’s business processes to ensure compliance with Massachusetts rules and regulations. Therefore, the Department proposes expanding the types of information that it may audit. Proposed Regulation 220 CMR 274.13. Further, to ensure the judicious use of its resources, the Department proposes to clarify that its audit requirements under G.L. c. 159A½, § 4(f) are to audit at least one TNC per quarter (rather than all TNCs per quarter), with all permitted TNCs audited at least once per year. Proposed Regulation 220 CMR 274.13(3).

J. Fares and Rates

To receive and maintain a Permit to operate, a TNC must ensure that Riders are not charged excessive base rates. G.L. c. 159A½, § 3(c)(iv). TNCs must also provide Riders with clear and conspicuous fare estimates, including for Surge Pricing. G.L. c. 159A½, § 2(d), 3(c)(iii). Surge Pricing (i.e., raising of base fares during periods of high demand) is prohibited during states of emergency pursuant to G.L. c. 159A½, § 2(e).

To ensure compliance with these statutes, the Department proposes defining the terms “Base Fares,” “Base Rates,” and “Surge Pricing.” Proposed Regulation 220 CMR 274.02. Additionally, the Department proposes clarifying that a TNC shall provide a Rider with the estimated cost of a Ride before it begins, including the cost of Surge Pricing, and an itemization of the costs of the Ride once it ends. Proposed Regulations 220 CMR 274.14(3), (4). The Department also specifies that there shall be no additional charges or increased fares for Riders using wheelchairs, Riders aided by service animals, or Riders with disabilities. Proposed Regulation 220 CMR 274.14(4).

K. Notice and Variance

The Department proposes updating the notice provision to specify that notice may be issued through certified mail. Proposed Regulation 220 CMR 274.16. Additionally, the Department proposes criteria for evaluating requests for variances from the provisions of 220 CMR 274.00, including consideration of a TNC’s size and whether the proposed variance is consistent with the public interest. Proposed Regulation 220 CMR 274.19.

III. PROPOSED REGULATIONS 220 CMR 275.00:
SUITABILITY STANDARDS FOR TRANSPORTATION NETWORK DRIVERS

A. Introduction

In 2017, the Department established a Suitability Standard for Transportation Network Drivers (“Suitability Standard”). 220 CMR 274.21. The Suitability Standard consists of different look-back periods for disqualifying events and categorizes whether a disqualification is mandatory (i.e., for which the Department does not review individualized factors) and presumptive (i.e., for which the Department may undertake an individualized assessment of the disqualification). 220 CMR 274.21. Since the Department established the Suitability Standard, the Division has conducted over 800,000 Driver background checks and processed several thousand Driver appeals, including review of countless police reports and criminal and driving records. With the benefit of this substantial experience, the Department proposes amending the Suitability Standard to further promote the safe, equitable, and efficient administration of Driver suitability determinations.

At the outset, the Department proposes removing the Suitability Standard from regulations 220 CMR 274.00 and creating a separate proposed regulation, 220 CMR 275.00: Suitability Standards for Transportation Network Drivers. The following is a summary of the significant proposed regulatory changes to 220 CMR 274.21, as recodified in 220 CMR 275.00. These proposed changes reflect the Department’s goal of promoting Rider safety and ensuring fairness and dignity in the background check process.

B. Scope, Construction, and Application

1. Juvenile Dispositions

Currently, the Suitability Standard is silent regarding the Department's treatment of juvenile dispositions. The Department proposes codifying its practice of not considering a juvenile delinquency disposition as a factor in determining Driver suitability. Proposed Regulation 220 CMR 275.01(1)(d).

2. Start Dates for Look-back Periods

Currently, the Suitability Standard is silent on the treatment of dispositions resulting in an adjudication of not guilty by reason of insanity or a dismissed criminal case by reason of incompetence. The Department proposes that a not guilty finding by reason of insanity or a dismissed criminal case by reason of incompetence shall operate as a mandatory denial within each relevant look-back period. Proposed Regulation 220 CMR 275.01(2)(a). Regarding motor vehicle violations, the current look-back period commences upon the date of the finding (i.e., responsible or not responsible). 220 CMR 274.21. The Department proposes revising this look-back period to start upon the date of the underlying violation. Proposed Regulation 220 CMR 275.02(b).

3. License Suspensions

Currently, all non-financial related license suspensions within the past five years result in a mandatory disqualification. 220 CMR 274.21 (License Suspension). As detailed below, the Department proposes eliminating the Five-year Look-back Period for license suspensions in favor of assigning license suspensions to either a Present Look-back Period, a One-year Look-

back Period, or a Three-year Look-back Period. Proposed Regulations 220 CMR 275.04(b), 275.05(a)-(b), and 275.06(a).

In particular, a license suspension due to Surchargeable Incidents, as defined by 211 CMR 134.02, would move from a Five-year Look-back Period (see 220 CMR 274.21 (License Suspension)) to a Three-year Look-back Period. Proposed Regulation 220 CMR 275.06(a). The Department proposes eliminating the Five-year Look-back Period for license suspensions for refusal to take a chemical breath test, immediate threat, complaint of fraud and racing (see 220 CMR 274.21 (License Suspension)) in favor of providing the Department with discretion to suspend a Driver for one year for such license suspensions, provided that a related criminal case does not otherwise disqualify the Driver. Proposed Regulation 220 CMR 275.05(b).

4. Alternative or Withheld Adjudications

Currently, an alternative or withheld adjudication, including a continuance without a finding (“CWOFF”), operates as a mandatory disqualification within the relevant look-back period for up to seven years. 220 CMR 274.21. As detailed below, the Department proposes several changes to the Department’s consideration of these adjudications. The Department proposes that alternative or withheld adjudications remain a mandatory disqualification within each applicable look-back period. However, the Department proposes that these adjudications act as a mandatory disqualification for up to 10 years within the relevant look-back period, after which the mandatory disqualification will convert to a presumptive disqualification should the look-back period extend beyond that timeframe, as in the instance of an offense subject to an indefinite look-back. See Proposed Regulations 220 CMR 275.08(e), 275.09(f).

The Department proposes one exception to this rule, treating alternative or withheld adjudications for all felony offenses, unless otherwise provided for in the Suitability Standards, as a presumptive disqualification for the first seven years. Proposed Regulation 220 CMR 275.07(e). Currently, all felony offenses not addressed within other sections of the Suitability Standards are subject to a seven-year look-back, but only if a conviction was entered for the offense. 220 CMR 274.21 (Felony Conviction). This current treatment allows individuals who accept a CWOFF for felony offenses, such as drug trafficking or distribution, to remain suitable to provide Services. By closing this gap and treating alternative or withheld adjudications as a presumptive disqualification for all other felony offenses, the Department will have the opportunity to determine whether granting a Background Check Clearance Certificate is consistent with the public interest. See Proposed Regulation 220 CMR 275.03(3).

C. Present Look-back Period

The Department proposes adding the following mandatory disqualifications under the Present Look-back Period:

- Suspended or revoked driving privileges in any U.S. jurisdiction. Proposed Regulation 220 CMR 275.04(b); and
- Driver's license that is temporary, junior operator, subject to ignition interlock, subject to restrictions on times of operation, or other similar restrictions. Proposed Regulation 220 CMR 275.04(c).

If an applicant Driver has one of the above conditions when a TNC or the Department conducts its background check, the condition will operate to automatically disqualify the applicant.

D. One-Year Look-back Period

The Department proposes the creation of a One-year Look-back Period for certain types of license suspensions and Driver account fraud. The Department proposes the following mandatory disqualifications under the One-year Look-back Period:

- Suspension of a driver's license due to findings of "Responsible" for three speeding tickets in the preceding one-year. Proposed Regulation 220 CMR 275.05(a);
- Suspension of passenger driver's license for any reason related to the operation of a motor vehicle, unless otherwise provided. Proposed Regulation 220 CMR 275.05(b); and
- Allowing or attempting to allow another person to provide Transportation Network Services on the Driver's behalf pursuant to M.G.L. c. 159A½, § 7(b). Proposed Regulation 220 CMR 275.05(c).

E. Three-Year Look-back Period

The Department proposes revising a license suspension for Surchargeable Incidents, as defined by 211 CMR 134.02, from a Five-year Look-back Period (see 220 CMR 274.21 (License Suspension)) to a Three-year Look-back Period. Proposed Regulation 220 CMR 275.06(a).

F. Seven-Year Look-back Period

The Department proposes to codify in regulation the statutory seven-year disqualification under G.L. c. 159A½, § 4(a)(vii)(2) for a Driver assigned to court-ordered alcohol or controlled substance education, treatment, or rehabilitation program. Proposed Regulation 220 CMR 275.07(a). Further, the Department proposes that alternative or withheld adjudications for any felony offense not otherwise addressed by another section within the Suitability Standard operate as a presumptive disqualification. Proposed Regulation 220 CMR 275.07(e).

G. Ten-Year Look-back Period

The Department proposes revising the following offenses from a Seven-year Look-back Period under 220 CMR 274.21 (Violent Crimes and Abuse-related Offenses) to a Ten-year Look-back Period:

- A crime involving the illegal use or possession of a weapon;
- G.L. c. 266, § 16 (breaking and entering in the nighttime – felony);
- G.L. c. 266, § 18 (breaking and entering in the daytime – felony); and
- G.L. c. 272, § 53 (indecent exposure and annoying or accosting another person).

Proposed Regulation 220 CMR 275.08(c).

Additionally, the Department proposes revising the following offenses from the Indefinite Look-back Period under 220 CMR 274.21 to a Ten-year Look-back Period:

- G.L. c. 265, § 19 (unarmed robbery);
- G.L. c. 272, § 53A(b) (sexual conduct for fee);⁶
- G.L. c. 272, § 8 (soliciting prostitute);
- G.L. c. 265, § 13L (child endangerment);
- G.L. c. 265, § 43 (stalking); and
- 220 CMR 274.21 (Multiple Driving Offenses).

Proposed Regulation 220 CMR 275.08(c).

⁶ General Laws c. 272, § 53A(b) applies to the individual that pays another person to engage in sexual conduct for a fee.

The Department also proposes adding the following offenses to a Ten-Year Look-back Period:

- G.L. c. 265, § 15D(b) (strangulation or suffocation); and
G.L. c. 265, § 15A(b) (assault and battery with a dangerous weapon).
Proposed Regulation 220 CMR 275.08(c).

Further, the Department proposes that a disposition of not guilty by reason of insanity or dismissal for incompetence for any of the offenses above shall operate as a mandatory disqualification within the relevant Look-back period. Proposed Regulation 220 CMR 275.08(d).

Finally, the Department proposes treating alternative or withheld adjudications for offenses subject to an Indefinite Look-back Period as a mandatory disqualifying condition for the first ten years following entry of said alternative or withheld adjudication. Proposed Regulation 220 CMR 275.08(e).

H. Indefinite Look-back Period

The Department proposes that a disposition of not guilty by reason of insanity or a dismissal for incompetence for any offense subject to the Indefinite Look-back Period constitutes a mandatory disqualification. Proposed Regulation 220 CMR 275.09(e). Finally, the Department proposes that an alternative or withheld adjudication for an offense within the Indefinite Look-back Period constitutes a presumptive disqualification if ten or more years have passed since the entry of the alternative or withheld adjudication. Proposed Regulation 220 CMR 275.09(f).

IV. PROPOSED REGULATIONS 220 CMR 276.00:
TRANSPORTATION NETWORK COMPANY DIVISION PRACTICE AND
PROCEDURES

A. Introduction

The Department proposes moving the enforcement and appeals provisions of 220 CMR 274.14 and 274.15 to a newly created, proposed regulation, 220 CMR 276.00: Transportation Network Company Division Practice & Procedures. All regulatory provisions currently in effect under 220 CMR 274.14 are included within the proposed regulation. Proposed Regulation 220 CMR 276.06. Additionally, the Department proposes amending 220 CMR 274.14(1) by codifying in the proposed regulations its authority to subject a TNC to a \$500 monetary penalty for certain Driver-related violations of G.L. c. 159A½, § 7(a), regardless of the citation's ultimate disposition. Proposed Regulation 220 CMR 276.08(4).

Additionally, the proposed regulations modify the current regulatory provisions of 220 CMR 274.15 as follows:

- Hearings for appeals of presumptive and discretionary disqualifications for initial applicants may be held at the Division's discretion, as opposed to being required for all initial applicants. Proposed Regulation 220 CMR 276.04(3); and
- Appeals by a TNC of a final order by the Division are appealable to Superior Court, rather than the Department for an Order signed by the Commission. Proposed Regulation 220 CMR 276.03(1)(a).

General Laws c. 159A½, § 2(m) requires the Department to establish appeal procedures for a Driver whose Background Check Clearance Certificate is suspended or revoked and does not specify that the Department establish such procedures for a person who has been denied a Background Check Clearance Certificate and never held one. Both the current and proposed

regulations, however, include appeal procedures for initially denied applicants. Proposed Regulation 220 CMR 276.04.

The Department also proposes removing the requirement that initial Driver applicants denied for a presumptive or discretionary disqualification are automatically entitled to an appeal hearing. Instead, the Department seeks to clarify its authority to resolve such an appeal on the papers (i.e., documents submitted by the denied Driver applicant in support of the Driver's appeal) and to utilize its discretion to determine which initial Driver applicant appeals warrant a hearing. Proposed Regulation 220 CMR 276.04(3).

In addition to these modifications, the following is a summary of the majority, but not all, of the proposed regulations for 220 CMR 276.00.

B. General Rules

The Department proposes that all appeals from Drivers and TNCs before the Division be conducted pursuant to 801 CMR 1.02: Informal/Fair Hearing Rules. Proposed Regulations 220 CMR 276.03(1)(b)-(d). Further, the Department proposes that a party must provide the Division with an opportunity to review a subpoena issued in connection with an appeal before the Division, and that the Division may vacate, modify, or stay the subpoena if appropriate. Proposed Regulation 220 CMR 276.03(2).

C. Driver Appeals to the Division

The Department proposes expanding the factors it will consider in reviewing an appeal from a Driver arising from a presumptive or discretionary disqualification and ensuring that the Driver and TNC have provided all necessary information for the Department to make a suitability determination. See Proposed Regulations 220 CMR 276.04(3)(a)-d, 276.04(4),

276.04(5). Factors the Department seeks to consider on appeal include a Driver's record providing Services for a TNC, the facts and disposition surrounding a Driver's criminal and motor vehicle record, and the nexus between the Driver's conduct as demonstrated by the record, and their ability to safely and respectfully provide Services. Proposed Regulation 220 CMR 276.04(3)(a).

The Department also proposes standardizing review of potentially mitigating factors, such as whether the disqualifying offense or actions were associated with dependence on drugs or alcohol from which the Driver has demonstrated recovery. Proposed Regulation 220 CMR 276.04(3)(b). The proposed regulations also provide for standards in which the Department will review incident reports created by law enforcement and applicable to a Driver's appeal, and details the types of additional documentation the Department may require the Driver or relevant TNC to provide related to a Driver appealing a negative suitability determination, noting that failure to provide such requested information may result in the dismissal or denial of the Driver's appeal. Proposed Regulations 220 CMR 276.04(4), 276.04(5). Finally, the Department clarifies that a Driver shall have the burden of rebutting a presumption of unsuitability arising from a mandatory or presumptive disqualification by clear and convincing evidence and, generally, the Division otherwise shall have the burden of demonstrating unsuitability by a preponderance of the evidence. Proposed Regulation 220 CMR 276.04(6).

D. Driver Deactivation Appeals to a TNC

The Department recognizes that for many Drivers, providing Transportation Network Services is their livelihood and primary source of income. The Department lacks authority to compel TNCs to allow a Driver who satisfies the Department's Suitability Standard to provide

Rides on its Digital Network. Nonetheless, although the Department cannot regulate a TNC's internal suitability standards, it may review the procedures by which a TNC ensures equitable application of its internal suitability standards. Accordingly, the Department proposes requiring TNCs to establish a Driver Deactivation appeals process with internal standards that include, at a minimum, adequate notification to the Driver of the reason for the Deactivation and a meaningful opportunity for the Driver to challenge the Deactivation. Proposed Regulation 220 CMR 276.05.

E. Enforcement Procedures for TNCs

The proposed regulations establish processes by which the Division may enforce TNC compliance with governing rules and regulations. Proposed Regulations 220 CMR 276.06, 276.07. Prior to a formal enforcement proceeding, the Division may issue directives in furtherance of its rules and regulations to TNCs, which a TNC may contest. Proposed Regulation 220 CMR 276.06(1). If the Division has reason to believe that a TNC has violated a rule, regulation, or directive, the Division may issue a warning letter to the TNC identifying the potential violation(s) and providing the TNC an opportunity to respond or, if necessary, commence a preliminary inquiry. Proposed Regulations 220 CMR 276.06(2)-(3). Consistent with Department practice, the proposed regulations provide that a formal enforcement action by the Division be brought through a notice of probable violation. Proposed Regulations 220 CMR 276.07(1)-(2), (6). The Department proposes several factors that the Division must consider in determining an appropriate enforcement action. Proposed Regulations 220 CMR 276.08(1)-(3).

V. PROPOSED REGULATIONS 220 CMR 277.00:
TRANSPORTATION NETWORK VEHICLE ELECTRIFICATION

A. Introduction

On August 11, 2022, the 2022 Clean Energy Act was signed into law. Among other priorities, the 2022 Clean Energy Act requires the Department to establish a program to reduce GHG emissions from TNVs. St. 2022, c. 179, § 47. Pursuant to the 2022 Clean Energy Act, the Department may establish requirements for vehicle electrification without establishing separate requirements for GHG emission reductions if “the [D]ivision determines that vehicle electrification requirements alone would be sufficient to achieve the [GHG] emissions goals set by the [E]xecutive [O]ffice of [E]nergy and [E]nvironmental [A]ffairs . . .” St. 2022, c. 179, § 47.⁷ Further, the Department must “to the extent practicable...minimize any negative impacts of the program on drivers from neighborhoods and municipalities that have an annual median household income of not more than 65 percent of the statewide annual median household income.” St. 2022, c. 179, § 47. The provisions of section 47 have been codified at G.L. c. 159A½, § 13.

B. Commonwealth Climate Policies

On June 30, 2022, EEA released the [Clean Energy and Climate Plan for 2025 and 2030](#) (“2025/2030 CECP”), which identified the transportation sector as the largest source of GHG

⁷ The Department has determined that vehicle electrification requirements alone are sufficient to achieve the GHG emissions limits set by the Executive Office of Energy and Environmental Affairs (“EEA”) and, therefore, does not establish separate requirements for GHG emissions reductions.

emissions in Massachusetts (2025/2030 CECP at xii).⁸ EEA identified several key strategies to reduce GHG emissions in the transportation sector, including but not limited to: (1) promoting public transportation; (2) reducing single occupancy commutes; (3) increasing the number of zero-emission vehicles (“ZEVs”); and (4) phasing out non-fuel efficient vehicles (2025/2030 CECP at 34-41). Relevant to TNCs, EEA determined:

Vehicles for hire represent a unique opportunity to accelerate [electric vehicle] adoption. The cars that are driven in ridehailing, carsharing, and taxi fleets are high-mileage, public-facing, and are driven disproportionately by low-income residents. Electrification of vehicles for hire can be an opportunity to increase utilization of charging infrastructure in communities with low-income and [Environmental Justice] population[s], paving the way for broader adoption. The Commonwealth will implement a program to electrify this subsector, including expanded incentives, support for infrastructure, and outreach and education. 2025/2030 CECP at 41.

Also on June 30, 2022, pursuant to G.L. c. 21N, the Secretary of EEA issued a [Determination](#) of GHG emission limits and sector-specific GHG sublimits for 2025 and 2030. The Commonwealth’s Electric Vehicle Infrastructure Coordinating Council (“EVICC”) issued its Initial Assessment in August 2023 to provide information about the state of electric vehicle (“EV”) charging in Massachusetts and recommended actions to deliver an equitable, interconnected, accessible, and reliable EV charging network in Massachusetts.⁹ EVICC Initial Assessment (August 2023). EVICC issued its Second Assessment in August 2025 to provide

⁸ On December 21, 2022, EEA released the [Clean Energy and Climate Plan for 2050](#) (“2050 CECP”). The key strategies identified by EEA in the 2025/2030 CECP as necessary for reducing GHG emissions by TNVs, and identified in this Order, are consistent with the policies and programs specified in the 2050 CECP.

⁹ Commonwealth of Massachusetts Electric Vehicle Coordinating Council, Initial Assessment to the General Court (August 2023), available at <https://www.mass.gov/doc/evicc-final-assessment/download>.

updated information about the state of EV charging and acknowledged that “TNC drivers play a key role in accelerating equitable EV adoption. As highlighted in the Initial Assessment, these drivers often represent low-income and underserved populations and operate high-mileage vehicles that are well-suited for electrification.” EVICC Second Assessment at 65 (August 2025).¹⁰

C. Transportation Network Vehicle Electrification Regulations

In proposing TNV Electrification Regulations, the Department seeks to accomplish multiple goals: promote a transition from internal combustion engine Vehicles to ZEVs particularly for high-mileage Vehicles performing Services; maintain economic opportunities for Drivers; and contribute to the Commonwealth’s climate policies. The Department has reviewed the Commonwealth’s GHG emissions reduction limits and policies and has determined that the TNV Electrification Regulations, which will establish standards to encourage use of ZEVs, should be sufficient to contribute to the transportation sector GHG emissions reduction sublimit set by the Secretary of EEA.¹¹ St. 2022, c. 179, § 47. The TNV Electrification Regulations are issued in furtherance of the 2025/2030 CECP and seek to establish goals for TNCs to transition

¹⁰ Commonwealth of Massachusetts Electric Vehicle Coordinating Council, Second Assessment to the General Court (August 2025), available at <https://www.mass.gov/doc/evicc-complete-second-assessment/download>.

¹¹ G.L. c. 21N, § 3A; Secretary of Energy and Environmental Affairs Determination of Statewide Greenhouse Gas Emissions Limits and Sector-Specific Sublimits for 2025 and 2030, (June 30, 2022), available at <https://www.mass.gov/doc/2025-and-2030-ghg-emissions-limit-letter-of-determination/download>.

to providing Pre-Arranged Rides¹² with EVs, including ZEVs. The TNV Electrification Regulations also (1) require TNCs to develop financial incentive programs for Drivers who, according to their driver's license, reside in a census block group where the annual median household income is not more than 65 percent of the statewide annual median household income to provide Pre-Arranged Rides with ZEVs; (2) collect data through their Digital Network and potentially incentivize Rides originating or terminating at a mass-transit facility;¹³ and (3) provide Transportation Network Riders and Drivers with educational information regarding incentives, benefits, and programs for renting, leasing, and purchasing a ZEV in Massachusetts, subject to Department oversight. Proposed Regulations 220 CMR 277.04, 277.06, 277.07.

The TNV Electrification Regulations propose that one year following publication of the final TNV Electrification Regulations, 220 CMR 277.00 in the Massachusetts Register, all TNVs owned or leased by a TNC or otherwise made available to Drivers by a TNC through a rental or lease program ("Fleet Vehicles") shall be ZEVs. Proposed Regulation 220 CMR 277.03(1). The TNC Fleet electrification provision does not apply to paratransit or wheelchair accessible vehicles. Proposed Regulation 220 CMR 277.03(2).

Additionally, the TNV Electrification Regulations require each TNC to submit biennial plans to the Department that detail its efforts to increase TNV electrification and reduce GHG

¹² "Pre-Arranged Rides" is defined as a period of time that begins when a Driver accepts a requested ride through a digital network, continues while the Driver transports the TNC Rider, and ends when the Rider safely departs from the vehicle. G.L. c. 159A½, § 1.

¹³ "Digital Network" is defined as any online-enabled application, software, website or system offered or utilized by a TNC that enables pre-arranged rides with Drivers. G.L. c. 159A½, § 1.

emissions in a manner that minimizes negative impacts to certain Drivers. Proposed Regulation 220 CMR 277.07. Specifically, it seeks to minimize negative impacts to Drivers residing in a census block group where the annual median household income is not more than 65 percent of the statewide annual median household income. Proposed Regulation 220 CMR 277.07(3). The biennial plans should explain how each TNC will: (a) increase the use of ZEVs to provide Rides; (b) increase Shared Rides; (c) reduce P1 and P2 VMT relative to P3 VMT; (d) increase Rides originating or terminating at a Mass-transit Facility; and (e) increase Driver and Rider education for acquiring ZEVs for personal use and choosing ZEVs for providing Rides. Proposed Regulation 220 CMR 277.07(4). Lastly, the TNV Electrification Regulations require each TNC to submit an annual report to the Department that details progress towards meeting the goals and objectives outlined in the TNC biennial plans. Proposed Regulation 220 CMR 277.08.

Below, the Department solicits comments regarding the details of its TNC electrification proposals, among other issues.

VI. SOLICITATION OF COMMENTS

To provide opportunity for comment on the Proposed Transportation Network Companies Regulations, the Department will conduct two public hearings pursuant to G.L. c. 30A, § 2. Both public hearings will be hybrid in-person and virtual events. The in-person hearings will take place **on Monday, June 8, 2026, at 10:00 a.m. at One South Station, Third Floor, Large Hearing Room, Boston, MA 02110** and on **Thursday, June 11, 2026, at 2:00 p.m. at the Lawrence Public Library, Sargent Auditorium, 51 Lawrence Street, Lawrence, MA 01841**, with virtual participation for both hearings through the Zoom platform. The Department will provide interpretation at the public hearings in Spanish, Portuguese,

Chinese (Mandarin + Cantonese), Haitian Creole, and Vietnamese. The Department also plans to hold a hybrid technical conference on **Monday, June 22, 2026 at 10:00 a.m. at One South Station, Third Floor, Large Hearing Room, Boston, MA 02110** where staff will facilitate a conversation about the TNC Electrification Regulations and ensure that various stakeholders participate in a dialogue about how best to pursue the statutory aims.

The Department also seeks initial written comments no later than 5:00 p.m., **June 1, 2026**. Following the public hearings, written reply comments must be filed no later than 5:00 p.m. on **July 2, 2026**. The Department welcomes specific recommended language changes to the Proposed Transportation Network Company Regulations. The Department encourages stakeholders to collaborate on consensus comments and recommendations, if possible.

Additionally, the Department seeks comments on the following specific topics:

Driver and Vehicle Suitability

1. How can TNCs further prevent instances of service animal refusal by a Driver?
2. How can the Department increase the availability of Wheelchair Accessible Vehicles (“WAVs”) provided through TNCs, particularly in rural or underserved areas of Massachusetts?
3. Should the Department impose any additional information requirements on out-of-state Drivers related to background checks?
4. What should the Department require from TNCs seeking to provide Services with autonomous vehicles?
5. What additional safety measures do you recommend TNCs implement to ensure that Riders enter the Vehicle of the Driver they are matched with to provide the Ride?
6. How can TNCs further prevent instances of Driver account sharing?
7. How can TNCs further prevent instances of Driver account creation fraud?

Rideshare Vehicle Electrification

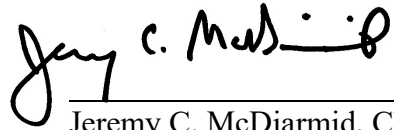
8. What are barriers for TNC Drivers to obtain a ZEV to provide Services and what are possible ways to address those barriers?
9. In accordance with Section 13 of Chapter 159A½ of the General Laws, the Department is considering establishing electrification targets for the TNC Industry. Based on available information, the state of the EV market, and anticipated EV adoption in the Commonwealth of Massachusetts, what electrification targets – for the years of 2030, 2035, and 2040 – are achievable and would minimize the impact on Drivers, while also effectively reducing air pollution, improving public health, and achieving the greenhouse gas emission reduction goals set by the Executive Office of Energy and Environmental Affairs?
 - i. In the alternative to establishing electrification targets, are there other, more preferable regulatory strategies to electrify the TNC industry and achieve the objectives stated above?
10. TNV Electrification Regulations require each TNC to submit biennial plans to the Department that detail its efforts to increase TNV electrification and reduce GHG emissions in a manner that minimizes negative impacts of the program on Drivers from neighborhoods and municipalities that have an annual median household income of not more than 65 per cent of the statewide annual median household income. What review criteria should the Department adopt to assess whether the proposed efforts are reasonable, attainable, and reliable?
11. What are the benefits and challenges associated with offering a Shared Ride option? For instance, are there public safety concerns connected to mandating a Shared Ride option?
12. Should the final TNV Electrification Regulations be applied to all TNCs, regardless of the size of the TNC and the number of vehicle miles traveled that are provided by the TNC within a calendar year?
13. How should the Department define a “high-mileage” driver who is performing Transportation Network Services, and should the Department require high-mileage drivers operating internal combustion engine vehicles to transition to a ZEV?
14. What eligibility criteria should the Department consider for TNC financial incentive programs that assist high-mileage Drivers with providing Pre-Arranged Rides with ZEVs?

15. What eligibility criteria should the Department consider for TNC financial incentive programs that reduce the cost to Drivers to rent a ZEV to provide Rides?
16. How can a TNC reduce Period 1 and Period 2 time and VMTs?
17. The Department aims to encourage trips that connect Riders to mass transit facilities such as bus, train, ferry, and trolley stops, stations, and terminals. How can a TNC incentivize Riders to connect with these modes of transportation?

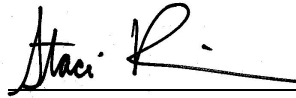
All documents should be submitted to the Department in electronic format by e-mail attachment to dpu.efiling@mass.gov and the Hearing Officer, Zachary Caunter, at Zachary.Caunter@mass.gov. The text of the e-mail must specify: (1) the docket number of the proceeding (D.P.U. 26-90); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title, and email address of a person to contact in the event of questions about the filing. The electronic file name should identify the document but should not exceed 50 characters in length. All documents submitted in electronic format will be posted on the Department's website: <https://eeaonline.eea.state.ma.us/DPU/Fileroom> (enter "26-90").

The filing and all subsequent related documents submitted to the Department or issued by the Department will be available on the Department's website as referenced above as soon as is practicable. To the extent a person or entity wishes to submit comments or intervene in accordance with this Order, electronic submission, as detailed above, is sufficient. To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), contact the Department's ADA coordinator at eadiversity@mass.gov, 617-626-1282.

By Order of the Department,



Jeremy C. McDiarmid, Chair



Staci Rubin, Commissioner



Elizabeth A. Anderson, Commissioner

APPENDIX A

Proposed Regulations marked to show the changes incorporated herein.

APPENDIX B

Attached hereto as Appendix B is an unmarked version of the Proposed Regulations.