

UBER

February 9, 2017

Attn: Senate Finance & Labor Committee

RE: SB 14

Please see below clarifications as requested:

How does Uber verify it's drivers' cars are up to standard and that their drivers' insurance is up to date?

When an individual signs up to drive with Uber, they submit documentation for verification to ensure that vehicles and their documents have met the required standards. This information is retained by Uber and provides the basis for our compliance process, where document expirations and validity govern the ability for an individual to go online and accept trips. For example, if a driver's insurance expires 2 months after an individual signs up to drive, the insurance expiration date will restrict the driver from going online once the date passes. Once the insurance policy is renewed and verified by Uber, the driver is able to resume picking up riders. The same would apply to any of the following documents which we require to be submitted by Drivers.

- a. Driving license
- b. Vehicle registration
 - i. This registration must match the vehicle inspection and insurance documentation (VIN)
- c. Proof of compulsory vehicle insurance
 - i. Insurance must contain the Vehicle VIN, which is corroborated against the Registration document
 - ii. The Uber commercial policy covers a driver and rider while online, enroute to a trip, and on trip.
- d. 19 Point Vehicle Inspection Form
 - i. The form is verified against the registration form of the vehicle to ensure that this form is matched to the vehicle linked to the drivers account.
 - ii. The form is attached below.

Can an Uber driver refuse a fare even once matched and/or upon arrival?

A driver who uses the Uber App, has the ability to decline (cancel) a ride upon match and upon arrival to the pick-up location. The driver has the ability to do so at their discretion - however we work actively with drivers and riders to provide enough

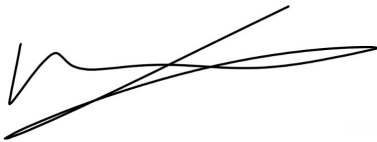
UBER

information at the time of match (vehicle information, photo, driver/rider rating & contact details) to mitigate against cancellations at arrival. Further, drivers have an obligation under several Federal Laws including the ADA to ensure that all riders are provided an opportunity to take trips.

In any situation where a driver feels unsafe or in a situation which they are uncomfortable, the driver and rider both have the ability and are empowered to end a trip, or cancel a ride.

If you require any other clarifications, please do not hesitate to reach out.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mitchel Matthews', with a long horizontal stroke extending to the right.

Mitchel Matthews
Senior Manager
Uber PNW

UBER

Vehicle Inspection

TO BE COMPLETED BY VEHICLE OPERATOR ↓

FULL NAME

PHONE NUMBER

INSPECTION POINTS

HEADLIGHTS ☒ PASS ☐ FAIL
TAIL LIGHTS ☒ PASS ☐ FAIL
TURN INDICATOR LIGHTS ☒ PASS ☐ FAIL
STOP LIGHTS ☒ PASS ☐ FAIL
FOOT BRAKES (Pads/Shoes Thickness) ☒ PASS ☐ FAIL
EMERGENCY/PARKING BRAKE ☒ PASS ☐ FAIL
STEERING MECHANISM ☒ PASS ☐ FAIL
WINDSHIELD ☒ PASS ☐ FAIL
SAFETY BELTS FOR DRIVER & PASSENGERS ☒ PASS ☐ FAIL

REAR WINDOW & OTHER GLASS ☒ PASS ☐ FAIL
WINDSHIELD WIPERS ☒ PASS ☐ FAIL
FRONT SEAT ADJUSTMENT ☒ PASS ☐ FAIL
DOORS (Open/Close/Lock) ☒ PASS ☐ FAIL
HORN ☒ PASS ☐ FAIL
SPEEDOMETER ☒ PASS ☐ FAIL
BUMPERS ☒ PASS ☐ FAIL
MUFFLER AND EXHAUST SYSTEM ☒ PASS ☐ FAIL
TIRES, INCL. TREAD DEPTH ☒ PASS ☐ FAIL
INTERIOR & EXTERIOR REAR VIEW MIRRORS ☒ PASS ☐ FAIL

VEHICLE INSPECTION RESULTS (Inspector To Circle)

Any markings on the "FAIL" side will automatically fail inspection.

PASS

FAIL

INSPECTION DATE

TO BE COMPLETED BY INSPECTOR ↓

VEHICLE MILEAGE

LICENSE PLATE STATE

LICENSE PLATE NUMBER

VIN

VEHICLE MAKE

VEHICLE MODEL

VEHICLE YEAR

NUMBER OF DOORS

INSPECTOR COMPANY

INSPECTOR ADDRESS

INSPECTOR NAME

INSPECTOR SIGNATURE

STATE CERTIFICATION NUMBER

This certification expires one (1) year from inspection date.